

RFP-5-17
SECTION ONE
GENERAL INFORMATION AND REQUESTED PRODUCTS/SERVICES

1.1 INTRODUCTION

The Indiana Department of Administration (IDOA), acting on behalf of Indiana Bureau of Motor Vehicles (BMV) requires the services of a contractor to provide a Digital Driver License (DDL) System for the production of driver licenses and identification cards. It is the intent of IDOA to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document.

1.2 DEFINITIONS AND ABBREVIATIONS

Following are explanations of terms and abbreviations appearing throughout this RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list.

Acceptance	The designated period following completion of the system test. During the acceptance period, the State will evaluate all features and performance of the DDL System. See Section 3.13 for details
AIIN	Access Indiana Information Network, the state of Indiana's web portal for all citizen electronic access to information—found at www.IN.gov .
BMV	Indiana Bureau of Motor Vehicles
BMVC	Indiana Bureau of Motor Vehicles Commission
BMV/C	Both the BMV and the BMVC
Bureau	Indiana Bureau of Motor Vehicles.
Business Day	The period of time each day that a license branch is open to the public plus thirty (30) minutes before and after that time. See Attachment K for a report of license branch business hours.
Central Image System	The image database and central server system that will perform the image storage, image retrieval, statistical reporting, inventory management, and other central DDL functions not performed by the local DDL workstations
CSR	BMVC license branch customer service representative
Contract	The legally binding document, for a maximum four-year term, which will result from this Request for Proposal.

Contractor	The organization that is awarded the resultant contract from this Request for Proposal.
Cropping	Once a customer's picture has been captured, the process of moving the picture frame to correctly position the customer's picture for printing.
DL/ID Card	Driver licenses, non-driver identification cards, special ID cards, and permits issued by the BMV/C.
DDL System	Digital Driver License System used to produce documents for driver licensing and identification card purposes and to store and retrieve the information on these documents
DDLS	Same as DDL System
Documents	Used when referring to all driver licenses, non-driver identification cards, duplicates, and special identification cards issued by the BMV/C.
DoIT	Division of Information Technology, a division of the IDOA, responsible for providing computer services support for state agencies.
Downtime	The period of time during which any DDL equipment and/or software cannot produce a document or retrieve an image as a result of the Contractor's dysfunctional equipment, software, or consumables.
Equipment	All physical components as well as all software and firmware components of the DDL solution provided by the contractor
Full Implementation	The first day that all License branches operated by the BMV/C are issuing driver licenses, non-driver identification cards, duplicates, and special identification cards as outlined in the contract resulting from this Request for Proposal.
IAC	Indiana Administrative Code
IC	Indiana Code
IGC	Indiana Government Center Campus located in downtown Indianapolis
Image File	The stored file containing the applicant's image, signature image, DL/ID number, and applicant's demographic data.
Implementation	The successful installation of the DDLS to the point of full utilization/operation in all BMV/C license branches as specified in the contract resulting from this RFP.

Indiana Interactive	The private company contracted by the state to operate the Access Indiana Information Network.
Inoperable	Whenever any DDL hardware and/or software component cannot perform any of its basic DDL functions, such as but not limited to processing a DDL transaction, producing a DL/ID card, storing an image, or retrieving an image, for reasons that include but are not limited to failures by the contractor under the contract. Inoperable time will be calculated by determining the difference between the time the initial service call was placed by the BMV/C and the time the service call was closed by the contractor's notification of the BMV's Help Desk that service has been restored.
Installation	The delivery, physical setup, and validation of products and services requested in this RFP.
Integration Test	The exercising of several modules, components, or procedures which interact or combine to form a larger module, subsystem, or system. Integration testing usually focuses on the interfaces between units or modules, attempting to manifest any programming defects that may not have appeared during individual unit testing. The DDL Integration Test will be performed by the contractor.
ITN	The Indiana Telecommunications Network used by the BMV/C and its license branches. Information about ITN may be found at www.in.gov/intel/networkservices .
License branch	Used when referring to the license branch offices operated by the BMVC that issue driver licenses and identification cards, among other business functions
Maintenance	The ongoing support, repair, and replacement services required to be supplied by the contractor to maintain the DDL system and to ensure that the system continues to satisfy the performance requirements of the contract resulting from this
Operator	A BMV/C employee or agent who operates a DDL Workstation.
Pilot Branches	Six to ten diversely-configured license branches which will be used following the User Acceptance Test to verify the DDLS works in the license branch environment prior to statewide implementation
Pilot Test	The time period during which the DDLS will be implemented in the pilot branches to verify the DDLS works in the license branch environment
Printer	The printer used to produce a Document unless otherwise noted.
Products	Tangible goods or manufactured items as specified in this RFP.

Proposal	An offer as defined in IC 5-22-2-17.
Respondent	A respondent as defined in IC 5-22-2-18.
Restore Time	The time elapsed between the time the BMV/C places a service call with the contractor's service center and the time that the failure or impacted license branch equipment is fully operational with all hardware and software functioning normally.
RFP	This Request for Proposal.
Services	Work to be performed as specified in this RFP.
Special ID	Identification cards sanctioned by the BMV/C which are not official State driver license or non-driver identification cards.
STARS	The Indiana BMV's System Tracking And Records Support information technology application which enables license branch transaction processing including the issuance of DL/ID cards
State	A term sometimes used when referring to the State of Indiana.
State agency	As defined in IC 4-13-16.5-1 <ul style="list-style-type: none"> A) An authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative department of state government. B) An entity established by the general assembly as a body corporate and politic. C) A state educational institution.
Supplies	All consumable items required for the successful production of DL/ID cards and the supporting central image system. The term "supplies" includes, but is not limited to: card stock, laminate material, ribbons, printheads, security features, specialized tools for removing stuck cards, cleaning solvents for printers, etc.
System	The entire set of components (workstation hardware/software and the Central Image System hardware and software) that comprise a complete working DDL solution.
System Test	The exercising or testing of a system that focuses on the interaction and interdependency of all modules, components, procedures, data, and subsystems, which have each previously been independently unit tested and integration tested, in order to verify that the completed system is ready for production implementation. A System Test is performed by a core group of testers rather than by end-users. The DDL System Test will be performed by the BMV/C rather than by the contractor.

Unit Test	The exercise or testing of any single module, component, or procedure in isolation from the rest of the system. The contractor will perform the DDL unit tests
User Acceptance Test	An integration test performed by the customer with the intent of accepting the portion of the system as complete and working as designed upon passing the test
Vendor	Any successful respondent selected as a result of the procurement to deliver the products and services requested by this RFP.
Warranty Period	The first one hundred twenty (120) days following the state's acceptance of the Pilot Test.
Workstation	The digital driver licensing equipment and software application located at the License branches. This Contractor supplied digital imaging system will capture an applicant's picture and signature, merge the images with the applicant's demographic data, and produce a driver license, non-driver identification card, or Special ID. The Workstation will upload image files to the Central Image System.

1.3 PURPOSE OF THE RFP

The purpose of this RFP is to invite respondents to propose a Digital Driver License System (DDLS) for use by the Indiana Bureau of Motor Vehicles during the term of any resulting contract. The DDLS required by this RFP includes all hardware, software, services, training, and supplies necessary to 1) capture an applicant's above-the-shoulder image and signature, 2) digitize the image and signature, 3) create a document for the customer to carry for official identification purposes, 4) compress the data, 5) store the compressed image, signature, demographic information and indices on a central image server farm, 6) retrieve the stored data when necessary, 7) train BMV/C employees on use of the DDLS, and 8) maintain the DDLS over the life of any contract resulting from this RFP. This RFP should provide prospective vendors with the information necessary to prepare and submit a proposal for consideration by the State to provide a DDL system.

1.4 SCOPE OF THE RFP

This document contains the following information that may be useful to anyone wishing to submit a proposal:

Section One -- A description of many factors affecting the proposal process and procedures.

Section Two -- A description of the required format and subject content of any acceptable proposals offered in response to this document.

Section Three -- Requested products and services.

Section Four -- A general discussion of the method that will be used by an evaluation team in selecting a respondent to recommend to state officials with whom to enter contract negotiations.

Attachments -- Details supporting this basic RFP document.

Attachment A	Minority Business Participation Plan
Attachment B	Sample Contract
Attachment C	Indiana Economic Impact Form
Attachment D1	2003 IN DL/ID Annual Report Statewide & by Branch
Attachment D2	2002 IN DL/ID Annual Report Statewide & by Branch
Attachment E	IN Telecommunications Network Topology Diagram
Attachment E2	BMV/C Branch Network Bandwidths
Attachment F	IS21 Phase I Technical Architecture Report
Attachment G	Current Indiana DDL Data Streams sent from Stars
Attachment G1	Digitized Driver License Print Stream Information
Attachment G2	Contains Descriptions, Endorsements and Types
Attachment H	Sample Current Indiana DL/ID Documents
Attachment I	BMV/C Network Hubs/Switches by Branch
Attachment J	Pricing Form
Attachment K	BMV/C License Branch Listing (includes addresses, telephone numbers, and business hours)
Attachment L	AAMVA Uniform ID Card Specifications
Attachment M	2003 Indiana Annual Driver License Statistics
Attachment N	2003 "Busy Day" Report
Attachment O	Sample STARS/DDL Screens
Attachment P	Stars Server Farm Diagram
Attachment Q	DoIT Service Level Agreement
Attachment R	Evaluation Criteria Specifications

1.5 ISSUING OFFICE

In accordance with Indiana statute, IDOA has issued this RFP on behalf of the Indiana Bureau of Motor Vehicles. The content has been prepared by the staff of the BMV and others. This RFP is being posted to the State of Indiana website (<http://www.in.gov/idoa/proc>). One copy of this RFP may be provided free of charge. A nominal fee will be charged for providing additional copies.

1.6 DUE DATE FOR PROPOSALS AND QUESTIONS

NOTE: Indianapolis and most of Indiana remains on Eastern Standard Time year round. When the nation is on Standard time, Indianapolis observes Eastern Standard Time, and

is on the same time as New York City. When most of the nation is observing Daylight Savings Time, Indianapolis observes Eastern Standard Time (which is the same as Central Daylight Time) and is on the same time as Chicago.

All proposals must be received at the address below by the Procurement Division no later than **3 p.m. Eastern Standard Time on January 21, 2005**. Each respondent must submit one original (marked "Original") and five (5) complete copies of the proposal, including the transmittal letter and other related documentation as required in this RFP. A complete copy of the proposal must be provided on a 3 ½" diskette and/or on CD-ROM size 700. No more than one proposal per respondent should be submitted. Each copy of the proposal must follow the format indicated in Section Two of this document. Unnecessarily elaborate brochures or other presentations, beyond that sufficient to present a complete and effective proposal, are not desired. All proposals must be addressed to:

James Osborne
Procurement Division
Indiana Department of Administration
402 West Washington Street, W468
Indianapolis, IN 46204

All proposal packages must be clearly marked with the RFP number, due date, and time due. Any proposal received by the Procurement Division after the due date and time will not be considered. Any late proposals will be returned, unopened, to the respondent upon request. All rejected proposals not claimed within 30 days of the proposal due date will be destroyed.

No more than one proposal per respondent should be submitted.

The State of Indiana accepts no obligations for costs incurred by respondents in anticipation of being awarded a contract.

All proposals submitted to the State should be double-sided and printed on 30% post-consumer recycled content paper or tree-free paper. When possible, soy ink should be used.

Caution to respondents about shipping/mailing: United States Postal Express and Certified Mail are both delivered to the Government Center Central Mailroom and not directly to the designated department. It is the responsibility of the respondent to make sure that solicitation responses are received by the Procurement Division on or before the designated time and date.

Questions/Inquiries

All questions regarding this RFP must be submitted in writing to the above address no later than **3 p.m. Eastern Standard Time on December 28, 2004**. Inquiries may also be submitted via fax (**317-234-1281**) or email rfp@idoa.state.in.us and must be received by IDOA by the time and date indicated above. Questions submitted after 3 p.m. may not be considered.

Following the question due date, IDOA personnel will assemble a list of the compiled questions asked by all respondents. The responses will be posted to the IDOA website approximately one week after the question due date listed in the RFP timetable, Section 1.26. The Question and Answer link will not become active until IDOA has provided responses to all questions. IDOA reserves the right to judge whether any questions should be answered in writing, and copies will be placed on the Procurement page on the State's web site for downloading, distributed to all prospective respondents who are known to have received a copy of the original RFP, or both. Only answers signed by the Director of the Procurement Division or designee or posted on the State's web site will be considered official and valid by the State. No negotiations, decisions, or actions shall be initiated by any respondent as a result of any verbal discussion with any State employee.

Inquiries are not to be directed to any staff member of the Bureau of Motor Vehicles or the Bureau of Motor Vehicles Commission. Such action may disqualify respondent from further consideration for a contract as a result of this RFP.

1.7 PRE-PROPOSAL CONFERENCE

It is the decision of the State that no pre-proposal conference is required for this RFP.

1.8 MODIFICATION OR WITHDRAWAL OF OFFERS

Responses to this RFP may be modified or withdrawn in writing or by fax notice received prior to the exact hour and date specified for receipt of proposals. The respondent's authorized representative may also withdraw the proposal in person, providing his or her identity is made known and he or she signs a receipt for the proposal. Proposals may not be withdrawn after the proposal due date and time has passed.

Modification to or withdrawal of a proposal received by the Procurement Division after the exact hour and date specified for receipt of proposals will not be considered. If it becomes necessary to revise any part of this RFP or if additional data is necessary for an exact interpretation of provisions of this RFP prior to the due date for proposals, a supplement will be posted by the Procurement Division to the State of Indiana website. If such addenda issuance is necessary, IDOA reserves the right to extend the due date and time of proposals to accommodate such interpretations or additional data requirements.

1.9 PRICING

IDOA requests the pricing associated with this RFP be a firm proposal price that must remain open and in effect for a period of not less than 180 days from the proposal due date.

The Bureau estimates the annual number of DL/ID cards issued to be one million nine hundred thousand (1,900,000) for proposal purposes only. Actual quantities may be more or less. The number of driver licenses and identification cards issued varies depending upon external factors. Monthly quantities are expected to range from 100,000 to 200,000. The BMV issued the following quantities of DDL documents over the course of the last five years:

Year Number of DDL Documents Issued

1999	1,983,998
2000	1,886,779
2001	1,983,338
2002	1,822,942
2003	1,951,101

The BMV is requesting two different pricing proposals for the DDL system:

The first pricing proposal required is a “cost per card” pricing structure under which the state would only pay for successfully-produced cards and the associated services costs. Under the “cost per card” proposal, the state would not assume ownership of any equipment provided under the contract resulting from this RFP. The state would, however, retain ownership of the software developed under this contract, but would be agreeable to negotiating a perpetual “right to market” the software to the contractor. Under this structure, the state would provide a “Committed Minimum Volume” (CMV) of transactions necessary to fund a “Committed Minimum Payment” (CMP). The $CMV \times \text{Base DL/ID fee} = \text{CMP}$. A monthly base payment for the CMV will be established and another, lower per-card fee will be assessed for each DL/ID card issued in excess of the CMV. Under this pricing alternative, the contractor would retain ownership of all DDLS hardware. The state’s intent would be to provide the contractor the ability to assign a portion of the resulting payments to a third party financial organization if the contractor desires.

The Bureau also wishes to determine the cost effectiveness of leasing the equipment with an option to purchase the equipment at the end of the contract. Depending upon the pricing option that is determined to be in the best interest of the state, the state may decide to enter into a Lease Purchase Agreement for the hardware. Under the “lease/purchase” proposal, the state would execute a “Lease Purchase Agreement” with either the contractor or the contractor’s designated leasing company proposed to cover the initial hardware, software, and implementation services costs associated with the implementation of the new DDLS. In addition, the state would enter into a contract with the successful respondent for the ongoing support services and the per-card-issued costs.

All respondents are required to provide responses to both pricing proposals requested in this RFP.

For purposes of this RFP, bidders should provide their pricing broken down as follows:

1. A base price for a Committed Monthly Volume of 65,000 cards per month AND
2. A per-card price for quantities of DL/ID cards issued in excess of the Committed Monthly Volume listed in #1 above.

The State’s reasoning behind the 65,000 cards per month quantity is that this volume is no more than 50% of the projected volume of cards produced per month. The state does not anticipate a decrease in the volume of cards produced over the last four years; however, the executive branch of state government does not have complete control over the process since the legislative branch may change driver license renewal cycles without approval from the executive branch. The 65,000 card quantity is intended to

provide the respondents with some committed quantity that may be used for financing purposes if the respondents choose to do so. The 65,000-card quantity is intended also as a safety level for the state against committing to a volume that may not be met.

No waste factor allowance will be considered in the payment plan. The successful respondent is required to absorb the cost of all licenses or cards that are inadequate due to processing (including, but not limited to poor quality picture, operator error and lamination mistakes).

The successful respondent will submit a monthly invoice to the Bureau based upon the negotiated pricing structure determined during contract negotiations. In either structure, the monthly invoice will be based on the quantity of successfully-completed cards issued during the calendar month immediately preceding the invoice date month.

The respondent shall reimburse the Bureau of Motor Vehicles for the cost of the materials and supplies used in replacement of any DL/ID card that is later found to be defective by either the respondent or the State as a result of the processing. This does not include mistakes by the State that affect an entire class of licenses but does include isolated mistakes made by the State on individual licenses.

Respondents are required to respond to the pricing components of this RFP by using the pricing form provided as Attachment J. If respondents wish to offer other pricing suggestions for consideration by the state, those suggestions must be in addition to the pricing methods required in this RFP and will be treated as information only and will not be considered during the evaluation process.

BMV and IDOA recognize there are certain industry practices for service providers. However, the Departments encourage respondents, in their responses to the RFP, to be as creative as possible regarding cost to the State, as cost efficiency for the State will be a consideration in determining whether a contract(s) will be awarded based on responses to the RFP and the selection of a service provider.

1.10 DISCUSSION FORMAT/BEST AND FINAL OFFERS

The State reserves the right to conduct discussions, either oral or written, with those respondents determined by the State to be reasonably viable to being selected for award. If discussions are held, the State may request best and final offers. IDOA Procurement will schedule all discussions. Any information gathered through oral discussions should be confirmed in writing.

The request for best and final offers may include:

- Notice that discussions are concluded.
- Notice that this is the opportunity to submit written best and final offers.
- Notice of the date and time for submission of the best and final offer.
- Notice that if any modification is submitted, it must be received by the date and time specified or it will not be considered.
- Notice of any changes in the State's requirements.

The State reserves the right to reject any or all proposals received or to award, without discussions or clarifications, a contract on the basis of initial proposals received.

Therefore, each proposal should contain the respondent's best terms from a price and technical standpoint. The State reserves the right to reopen discussions after receipt of best and final offers if it is clearly in the State's best interest to do so and the Director of the Procurement Division or designee makes a written determination of that fact. If discussions are reopened, the State may issue an additional request for best and final offers from all respondents determined by the State to be reasonably susceptible to being selected for award.

Following evaluation of the best and final offers, the State may select for negotiations the offers that are most advantageous to the State, considering price or cost and the evaluation factors in the RFP.

The State also reserves the right to conduct clarifications to resolve minor issues. If only clarifications are sought, best and final offers may not be requested. The State retains sole authority to determine whether contact with respondents is for clarification or discussion.

1.11 CONTRACT NEGOTIATIONS

After recommendation of a selected respondent by appropriate officials of the State, contract negotiations will commence. The contract will be based primarily on the required clauses of the State as indicated in the State contract as appears in Attachment B of this document; secondly, on those required clauses by the respondent that are acceptable to the State; and, additionally, on any desirable clauses that either party would like to incorporate into the contract. If at any time contract negotiation activities are judged to be ineffective by the Commissioner of IDOA or designee, IDOA will cease all activities with that respondent and begin contract negotiations with the next highest ranked respondent. This process may continue until either both the respondent and the State of Indiana execute a completed contract or IDOA determines that no acceptable alternative proposal exists.

1.12 REFERENCE SITE VISITS

The State may request a site visit to a respondent's working support center to aid in the evaluation of the respondent's proposal.

1.13 TYPE AND TERM OF CONTRACT

The State of Indiana intends to sign a contract with one or more respondent(s) to provide the complete set of products and services listed in this RFP. The State will not entertain joint bids.

The term of this contract shall be for a period of four (4) years, beginning upon the earlier of either a) the date that the last BMV/C DDL location is installed or b) two hundred ten (210) days after the contract has been executed and the signature process is complete. The contract may not be renewed.

1.14 CONTRACT OBLIGATIONS

Attachment B of this document is the form of the expected contract resulting from this RFP. Although the State anticipates that any respondent submitting a proposal will

provide the major portion of the products and services as requested, subcontracting by the respondent is acceptable in performing the requirements of this RFP. However, the respondent must obtain the approval of IDOA before subcontracting any portion of the project's requirements and the subcontractor must have registered with the Indiana Secretary of State at least 45 days prior to the issuance date of this RFP if they are a regular corporation, Sub Chapter S Corporation, Limited Liability Corporation, Limited Partnership or Not for Profit Corporation. The respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any respondent's proposal must identify all subcontractors, indicate that the subcontractor was registered with the Indiana Secretary of State at least 45 days prior to the issuance date of this RFP and outline the contractual relationship between the respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal. This RFP is subject to the Minority Business and Women's Enterprise Program. The requirements are explained elsewhere in the RFP.

Any subcontracts entered into by the respondent must be in compliance with all State of Indiana statutes and be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the respondent and any or all subcontractors will be considered in the State's evaluation. The respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the respondent must be made available upon request for inspection and examination by appropriate State officials and such relationships must meet with the approval of the State.

1.15 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Indiana Public Records Act, IC 5-14-3 *et seq.*, and, after the contract award, may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the Indiana Public Records Act must place all confidential documents (including the requisite number of copies) in a sealed envelope clearly marked "Confidential" and must indicate in the transmittal letter and on the outside of that envelope that confidential materials are included. The respondent must also specify which statutory exception provision applies. The State reserves the right to make determinations of confidentiality. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to the Indiana Public Records Act, it may either reject the proposal or discuss its interpretation of the allowable exceptions with the respondent. If agreement can be reached, the proposal will be considered. If agreement cannot be reached, the State will remove the proposal from consideration for award and return the proposal to the respondent. The State will not determine prices to be confidential information.

1.16 STATE OF INDIANA OBLIGATIONS

The State of Indiana accepts no obligations for costs incurred by respondents in anticipation of being awarded a contract.

The State of Indiana creates no obligation, expressed or implied, by issuing this RFP or by receipt of any responses submitted pursuant hereto. The award of any contract(s) as a result of this RFP shall be at the sole discretion of BMV and IDOA. Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

1.17 CONTRACT COMPONENTS

Any or all portions of this RFP and normally any or all portions of the respondent's response will be incorporated by reference as part of the final contract. Proprietary or confidential material submitted properly (see Section 1.15) will not be disclosed.

1.18 PROPOSAL LIFE

All proposals made in response to this RFP must remain open and in effect for a period of not less than 180 days after the due date for proposals. Any proposal accepted by the State for the purpose of contract negotiations shall remain valid until superseded by a contract or until rejected by the State.

1.19 TAXES

The State of Indiana is exempt from federal, state, and local taxes. The State will not be responsible for any taxes levied on the respondent as a result of the contract resulting from this RFP.

1.20 SECRETARY OF STATE REGISTRATION

In accordance with IC 5-22-16-4, before a respondent can do business with the State, the respondent must be registered with the Indiana Secretary of State. In order to be considered responsible, an offeror that is a business required to register with the Secretary of State must have registered with the Secretary of State at least 45 days before the RFP issuance date. If a respondent does not have such registration at present, the respondent should contact:

Secretary of State of Indiana
Corporation Division
402 West Washington Street, E018
Indianapolis, IN 46204
(317) 232-6576

for the necessary application form. It is each respondent's responsibility to register prior to the initiation of any contract discussions.

1.21 EQUAL OPPORTUNITY COMMITMENT

Pursuant to IC 4-13-16.5 and in accordance with 25 IAC 5-5-3, the Director of the Procurement Division of IDOA has determined that there is a reasonable expectation of

minority and woman business enterprise participation in this contract. Therefore a contract goal of 5% minority business enterprise participation and 5% woman business enterprise participation has been established and all respondents will be expected to comply with the regulation set forth in 25 IAC 5-5-3.

Compliance with these regulations will be taken in to consideration during the evaluation phase of the RFP process.

1.22 MINORITY BUSINESS & WOMEN'S ENTERPRISE PARTICIPATION PLAN

In accordance with 25 IAC 5 1-8, the respondent must submit within the proposal a Minority and Women's Business Enterprise participation plan. Failure to provide the minority and women's business participation plan at the time of proposal submission may result in the disqualification and rejection of the proposal. Please note that IDOA reserves the right to verify all information included on minority and women's business enterprise participation plans before making final determinations of the respondent's responsiveness.

Additionally, the plan must show that there are IDOA certified racial minority owned enterprises and IDOA certified women owned enterprises participating in the contract. The participation can be, but is not limited to, a subcontractor or second tier participation with common suppliers such as office supplies, courier services and/or janitorial services. The respondent submitting an offer must indicate the name of the IDOA certified racial and women owned firms that will participate in the award, a contact name and phone number, the service to be supplied and the specific dollar amount from this contract that will be directed toward each firm.

The respondent is expected to demonstrate a good faith effort to meet the participation goal of 5% for IDOA certified minority participation and 5% for IDOA certified women owned business participation. A good faith effort consists of documenting the effort that was made to achieve the goal. Respondents are encouraged to contact and work with the Minority Business and Women's Enterprise Division of the Indiana Department of Administration to design a plan to meet established goals. The Minority Business and Women's Enterprise Division's website address is as follows: www.in.gov/idoa/minority and contains a complete list of all IDOA certified MWBE's.

By submission of the proposal, the respondent thereby acknowledges and agrees to be bound by the regulatory processes involving the State of Indiana's Minority and Women's Business Enterprise Program. Questions involving the regulations governing the minority and women's business enterprise participation plan should be directed to:

Minority Business and Women's Enterprise Division
Indiana Department of Administration
402 W. Washington St., Room W469
Indianapolis, IN 46204
(317) 233-6607

1.23 U.S. MANUFACTURED

Each proposal must contain an explanation of what steps will be used to encourage the use of American-made products. The State does apply a U.S. Manufactured preference as set out in IC 5-22-15-21.

1.24 RECYCLED PRODUCTS

Each proposal should contain an explanation of what recycled materials are used and identify the recyclability of products offered in response to this RFP.

1.25 AMERICANS WITH DISABILITIES ACT

The respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

1.26 SUMMARY OF MILESTONES

The following timeline is only an illustration of the RFP process. The dates associated with each step are not to be considered verbatim. Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process all respondents will be informed of the evaluation team's findings.

<u>ACTIVITY</u>	<u>COMPLETION DATE</u>
Respondent inquiry period ends	December 28, 2004
Final State responses to inquiries	January 7, 2005
Proposal submission date	January 21, 2005
Notice of discussions*	February 21, 2005
Discussions*	March 08, 2005
Request for best and final offers (BAFO)*	March 22, 2005
Receipt of best and final offers*	April 08, 2005
Proposal evaluation completed*	April 15, 2005
Recommendation to IDOA*	April 22, 2005
Notify selected respondent	April 29, 2005
Contract negotiations begin*	April 29, 2005
Contract negotiations end*	June 03, 2005
Negotiated contract readied*	June 03, 2005
Contract signed by respondent*	June 10, 2005
State review begins*	June 13, 2005
State review ends*	July 31, 2005
Receipt of State approval*	August 01, 2005

** These dates are subject to the determination of the need for discussions. If discussions are not required, the process could reach a completion date at least four weeks earlier than the listed date for contract signature.*

1.27 PERFORMANCE BOND (25 IAC 1.1-1-5)

A performance bond in the amount of \$1,000,000.00 will be required to guarantee the performance of the selected respondent after the contract is signed. The performance bond, which is due within 10 calendar days after the execution of the contract, must be made payable to "Indiana Department of Administration" and must be in the form of a certified check, cashier's check, or a bond acquired from a surety company registered with the Indiana Department of Insurance. The bond must remain in effect for the duration of the contract. Notwithstanding any other provisions relating to the beginning of the term, the contract shall not become effective until the Performance bond required by

the contract is delivered in the correct form and amount to IDOA. The performance bond should be submitted to the following address:

James Osborne
Procurement Division
Indiana Department of Administration
402 West Washington Street, W468
Indianapolis, IN 46204

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SECTION TWO PROPOSAL PREPARATION INSTRUCTIONS

2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is documented in this section. All respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Each item must be addressed in the respondent's proposal or the proposal may be rejected.
- The transmittal letter should be in the form of a letter. The business and technical proposals must be organized under the specific section titles as listed below.
- The State may, at its option, allow all respondents a five-calendar-day period to correct errors or omissions to their proposals. Should this necessity arise, the State will contact each respondent affected. Each respondent must submit written corrections to the proposal within five calendar days of notification. The intent of this option is to allow proposals with only minor errors or omissions to be corrected. Major errors or omissions, such as the failure to include prices, will not be considered by the State as a minor error or omission and may result in disqualification of the proposal from further evaluation.

2.2 TRANSMITTAL LETTER

The Transmittal Letter must address the following topics except those specifically identified as "optional."

2.2.1 Summary of Ability and Desire to Supply the Required Products and Services

The transmittal letter must briefly summarize the respondent's ability to supply the requested products and services that meet the application requirements defined in Section Three of this RFP. The letter must also contain a statement indicating the respondent's willingness to provide the requested products and services subject to the terms and conditions set forth in the RFP including, but not limited to, the State's mandatory contract clauses and submission of a performance bond of \$1,000,000.00.

2.2.2 Signature of Authorized Representative

A person authorized to commit the respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in Section 2.3.4, must sign the transmittal letter. **In the transmittal letter please indicate the principal contact for the proposal along with an address, telephone and fax number as well as an e-mail address if different than individual authorized for signature.**

2.2.3 Respondent Notification

Unless otherwise indicated in the Transmittal Letter, respondents will be notified via e-mail.

It is the respondent's obligation to notify the Procurement Division of any changes in address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor addresses.

2.2.4 Other Information

This item is optional. Any other information the respondent may wish to **briefly** summarize will be acceptable.

2.3 BUSINESS PROPOSAL

The Business Proposal must address the following topics except those specifically identified as "optional."

2.3.1 General

This optional section of the business proposal may be used to introduce or summarize any information the respondent deems relevant or important to the State's successful acquisition of the products and services requested in this RFP.

2.3.2 Respondent Company Structure

The legal form of the respondent's business organization, the state in which incorporated (if a corporation), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and services in the United States must be described in more detail than other components of the organization.

2.3.3 Company Financial Information

This section must include the respondent's financial statement, such as an income statement or balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the respondent's financial stability. If the organization includes more than one product division, separate financial statements must be provided for the division responsible for the development and marketing of the requested products and services.

2.3.4 Integrity of Company Structure and Financial Reporting

This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility, which are mandatory, include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the firm assures board integrity, the separation of audit functions and consulting services. The State of Indiana will consider the information offered in this section to determine the responsibility of the offeror per IC 5-22-16-1(d).

Federal law H.R. 3763, the “Sarbanes Oxley Act of 2002” is NOT directly applicable to this acquisition, however, its goals and objectives were used to develop our mandatory areas of interest.

2.3.5 Facilities and Resources

The respondent should include information with regard to the organization’s resources that it deems advantageous to the successful provision of the requested products and services. This might include management capabilities and experience, technical resources, and operational resources not directly assigned to this project, but available if needed.

2.3.6 Required Contract Clauses

Indiana law requires the inclusion of certain language in all contracts. Also, the nature of the products and services requested in this RFP may present a need for the inclusion of certain commitments in any contract resulting from this RFP. Attachment B of this document contains a sample contract that could be similar to the one resulting from this RFP. Some clauses within the sample contract are mandatory and other clauses are desirable to the State. NOTE: Those clauses that are mandatory are as follows:

- Duties of contractor, rate of pay, and term of contract
- Conflict of Interest
- Drug-free workplace provision and certification
- Funding Cancellation
- Non-collusion and Acceptance
- Non-discrimination clause
- Indemnification clause
- Debarment and Suspension

Respondents should review these clauses in detail because a specific agreement to these clauses is required in the Transmittal Letter. If a respondent wishes to suggest alternative wording for one or more of these mandatory clauses without changing the intent, these suggestions may, at the respondent’s option, be documented in this section of the

Business Proposal. The respondent's suggested language will be considered by the State during the contract negotiation process. The State's willingness to consider alternative language does not change the requirement that the respondent agree in the Transmittal Letter to the acceptance of the State mandatory clauses as written.

Attachment B also includes a number of desirable clauses that the State seeks to include in any contract resulting from this RFP but which it does not consider mandatory. For each of these desirable clauses, the respondent should either indicate that the desired clause is acceptable as worded; suggest specific alternative wording to address issues raised by the specific clause; or indicate the desired clause is unacceptable and state why. Any language required by a respondent that is found to be unacceptable to the State may lead to the rejection of that respondent's proposal.

2.3.7 Pricing and Charges

IDOA requests the pricing associated with this RFP be a firm proposal price that must remain open and in effect for a period of not less than 180 days from the proposal due date as well as any extensions agreed to in the course of contract negotiations.

The Bureau estimates the annual number of DL/ID cards issued to be one million nine hundred thousand (1,900,000) for proposal purposes only. Actual quantities may be more or less. The number of driver licenses and identification cards issued varies depending upon external factors. Monthly quantities are expected to range from 100,000 to 200,000. The BMV issued the following quantities of DDL documents over the course of the last five years:

Year	Number of DDL Documents Issued
1999	1,983,998
2000	1,886,779
2001	1,983,338
2002	1,822,942
2003	1,951,101

The BMV is requesting two different pricing proposals for the DDL system:

The first pricing proposal required is a "cost per card" pricing structure under which the state would only pay for successfully-produced cards and the associated services costs. Under the "cost per card" proposal, the state would not assume ownership of any equipment provided under the contract resulting from this RFP. The state would, however, retain ownership of the software developed under this contract, but would be agreeable to negotiating a perpetual "right to market" the software to the contractor. Under this structure, the state would provide a

“Committed Minimum Volume” (CMV) of transactions necessary to fund a “Committed Minimum Payment” (CMP). The CMV x Base DL/ID fee = CMP. A monthly base payment for the CMV will be established and another, lower per-card fee will be assessed for each DL/ID card issued in excess of the CMV. Under this pricing alternative, the contractor would retain ownership of all DDLS hardware. The state’s intent would be to provide the contractor the ability to assign a portion of the resulting payments to a third party financial organization if the contractor desires.

The Bureau also wishes to determine the cost effectiveness of leasing the equipment with an option to purchase the equipment at the end of the contract. Depending upon the pricing option that is determined to be in the best interest of the state, the state may decide to enter into a Lease Purchase Agreement for the hardware. Under the “lease/purchase” proposal, the state would execute a “Lease Purchase Agreement” with either the contractor or the contractor’s designated leasing company proposed to cover the initial hardware, software, and implementation services costs associated with the implementation of the new DDLS. In addition, the state would enter into a contract with the successful respondent for the ongoing support services and the per-card-issued costs.

All respondents are required to provide responses to both pricing proposals requested in this RFP.

For purposes of this RFP, respondents should provide their pricing broken down as follows:

1. A base price for a Committed Monthly Volume of 65,000 cards per month AND
2. A per-card price for quantities of DL/ID cards issued in excess of the Committed Monthly Volume listed in #1 above.

The State’s reasoning behind the 65,000 cards per month quantity is that this volume is no more than 50% of the projected volume of cards produced per month. The state does not anticipate a decrease in the volume of cards produced over the last four years; however, the executive branch of state government does not have complete control over the process since the legislative branch may change driver license renewal cycles without approval from the executive branch. The 65,000 card quantity is intended to provide the respondents with some committed quantity that may be used for financing purposes if the respondents choose to do so. The 65,000-card quantity is intended also as a safety level for the state against committing to a volume that may not be met.

No waste factor allowance will be considered in the payment plan. The successful respondent is required to absorb the cost of all licenses or cards that are inadequate due to processing (including, but not limited to poor quality picture, operator error and lamination mistakes).

The successful respondent will submit a monthly invoice to the Bureau based upon the negotiated pricing structure determined during contract negotiations. In either structure, the monthly invoice will be based on the quantity of successfully-completed cards issued during the calendar month immediately preceding the invoice date month.

The respondent shall reimburse the Bureau of Motor Vehicles for the cost of the materials and supplies used in replacement of any DL/ID card that is later found to be defective by either the respondent or the State as a result of the processing. This does not include mistakes by the State that affect an entire class of licenses but does include isolated mistakes made by the State on individual licenses.

BMV and IDOA recognize there are certain industry practices for service providers. However, the Departments encourage respondents, in their responses to the RFP, to be as creative as possible regarding cost to the State, as cost efficiency for the State will be a consideration in determining whether a contract(s) will be awarded based on responses to the RFP and the selection of a service provider.

Respondents are required to respond to the pricing components of this RFP by using the pricing form provided as Attachment J. If respondents wish to offer other pricing suggestions for consideration by the state, those suggestions must be in addition to the pricing methods required in this RFP and will be treated as information only and will not be considered during the evaluation process.

2.3.8 References

The respondent must include a list of at least three (3) clients for whom the respondent has provided products and services that are the same or similar to those products and services requested in this RFP. Any national, state, or provincial government for whom the respondent has provided these products and services should be included; also to be included should be clients with locations near Indianapolis, as site visits may be arranged. Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information. The state prefers to contact individuals from the referenced client organization who filled the technical and operational project management roles for those organizations. The more similar the referenced products and services are to those requested in this RFP, a greater weight may be attached to the references in the State's evaluation process.

2.3.9 Registration to do Business

Selected respondents and any proposed subcontractors providing the products and/or services required by this RFP must have been registered to do business within the state by the Indiana Secretary of State at least 45 days before the issuance of the RFP to be considered responsible.

The contact information for this office may be found in Section 1.20 of this RFP. This process must have been concluded 45 days prior to the issuance of the RFP. It is the successful respondent's responsibility to complete the required registration with the Secretary of State and to be aware of any proposed subcontractors registration status. The respondent must indicate the status of registration, if applicable, in this section of the proposal.

2.3.10 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

2.3.11 Subcontractors

The respondent must list any subcontractor's name, address and state of incorporation that are proposed to be used in providing the required products and services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, indication that the subcontractor was registered with the Indiana Secretary of State at least 45 days prior to the issuance date of this RFP (see Section 1.14 for forms of businesses required to register), if required, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The respondent must indicate which, if any, subcontractors qualify as a Minority or Women Owned Business under IC 4-13-16.5-1. See Section 1.22 and Attachment A for Minority and Women Business information.

2.3.12 Respondent Contract Requirements

This section is optional. If the respondent wishes to include any language other than that discussed in the Business Proposal, this language should be included in this section. For each clause included in this section, the respondent should indicate that the clause is required by the respondent in any contract resulting from this RFP and why it is required (if the required clause is unacceptable to the State, the respondent's proposal may be considered unacceptable) or indicate that the clause is desired (but not required) by the respondent in any contract resulting from this RFP.

2.3.13 Bonds

This section will indicate the respondent's ability to procure the mandatory performance bond. See Section 1.27 for details regarding proposal and performance bonds.

Notwithstanding any other provisions relating to the beginning of the term, any contract will not become effective until the performance bond, if required by the contract, is delivered in the correct form and amount to the address indicated in Section 1.27.

2.4 TECHNICAL PROPOSAL

The Technical Proposal must be divided into the sections as described in Sections 3.2 - 3.19 of this RFP. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. RFP language should not simply be repeated within the response but rather the proposal should provide information that will enable the evaluation team to determine whether the respondent fully understands each specification and the state's intent behind the specification and whether the response adequately meets the specification. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State.

2.5 MINORITY BUSINESS & WOMEN'S ENTERPRISES PARTICIPATION PLAN

A properly completed and signed MWBE Participation Plan (Attachment A) must be included as part of the proposal. Respondents must indicate the name of the IDOA certified racial minority and IDOA certified woman owned firm(s) with which it will work; the contact name and phone number at the firm(s); the service supplied by the firm(s); and the specific dollar amount from this contract that will be directed toward each firm. If the above mentioned goals (1.21) can not be achieved by directing proceeds from this contract toward IDOA certified racial minority and IDOA certified woman owned enterprises, the respondent may demonstrate that an amount, equal to each of the above goals, of the firms overall annual proceeds (from all business) are directed to IDOA certified racial minority and/or woman owned enterprises. Please note: Respondents' claims for participation will be validated prior to contract award.

2.6 INDIANA ECONOMIC IMPACT

All companies desiring to do business with state agencies must complete an "Indiana Economic Impact" form (Attachment C). The form asks for, among other information:

- a. The amount of the contract that is being allocated for payroll and benefits to Indiana residents
- b. The amount that is being awarded to Indiana subcontractors and suppliers
- c. The amount that is being subcontracted to Indiana certified minority and women owned businesses

The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the state.

SECTION THREE REQUESTED PRODUCTS AND SERVICES

3.1 Overview of Indiana's Current DDL Process

In the state of Indiana, the BMV/C is charged with the responsibility for the issuance of all driving privileges (learner permits, operator licenses, and commercial driver licenses) and state-issued identification cards. The BMV/C currently issues these documents as the end-product of over-the-counter transactions from its one hundred seventy-seven (177) state-operated branch facilities and reinstatement centers located throughout the state and as the end-product of our internet renewal service from one (1) additional location.

Indiana statute currently mandates the BMV/C issue minimally 8 distinct license types, 4 distinct permit types, and 3 variations of identification cards which can be held either in addition to a license or permit or in place of a license or permit. All types of licenses and permits can also vary depending upon the individual driver's restrictions and endorsements. See Attachment H for samples of some of the distinct DL/ID types issued currently by the BMV/C. Presently, each branch facility has the capability of issuing any and all of these document types. In addition, the BMV creates employee identification cards for its employees and offers this service to other agencies that desire agency identification cards for their employees. Attachments D1 and D2 provide recent historical information regarding transaction volumes that may be used to project future transaction volumes.

Prior to 1999, the BMV issued DL/ID cards with photographic film technology. In 1999, the BMV/C implemented the state's first digitized driver license system through execution of a cost-per-card services contract with Digimarc ID Systems (formerly Polaroid Corporation/Polaroid ID Systems). Based upon the BMV/C's limited funds available at the time, the DDLS implemented in 1999 was a very basic system with limited capabilities. Realizing that four years would pass before all DL/ID customers would have an image on the DDLS and the image database would be fully populated, the BMV/C elected to limit access to retrieval of the stored images in the initial DDLS contract. Current image retrievals are only allowed from the Digimarc DDLS workstations at the BMV/C license branches and from three (3) retrieval workstations located at the Indiana Government Center. Law enforcement officials, with the exception of the Indiana State Police officials at the IGC campus, do not have direct DDL image retrieval access.

The BMV/C currently processes "instant issue" driver licenses, permits, and identification cards through the contracted services of Digimarc ID Systems (formerly Polaroid ID Systems). The current Digimarc system utilized in Indiana consists of several different components as summarized below. All of these components are the property of Digimarc ID Systems, not the state of Indiana.

- Image Capture Workstations (ICW) – 185 OS/2-based PCs, software, and peripherals which enable the capture, storage, and retrieval of facial and signature image data. These workstations have the following absolute base minimum specifications: 166 MHz Pentium microprocessor, 32 mb RAM, 1.44 mb 3.5 in floppy disk drive, 1 gb harddisk storage, ethernet network board with RJ45 connector (minimum 10BaseT), 15" VGA non-interlaced color monitor with minimum 1024x768,

OS/2-compatible mouse pointing device, no image compression hardware, S3 or Cirrus Logic Video Chip Set, 2 MB video memory, Hauppauge frame grabber video capture and display board, 2 9-pin RS-232C serial ports, 1 parallel port, internal zip drive, 101-key enhanced PC keyboard, and power requirements of 120 VAC and 60 Hz

- Atlantek Printers – 197 Atlantek 85RS printers for creation of PVC+ documents with variable printing on both front and back of the documents.
- Camera Units – 185 Polaroid TK-1070U video cameras for portrait capture with fixed focus, auto white balance, and secure mounting to workstation, electronic strobe exposure portrait lighting subsystem, camera stand/pole with adjustable heights, blue backdrops, and power requirements of 120 VAC and 60 Hz.
- Signature Capture Devices – 185 Penware 1500 devices using drivers also provided by Penware
- Image Retrieval Workstations (IRW) – Three (3) state-owned PCs running contractor-provided client software for the purpose of retrieving customer images and signatures and transmitting this data to BMV-authorized recipients and law enforcement officers.
- Image Retrieval Workstation (IRW) Software – The IRW software is a stand-alone software product with the ability to retrieve images for comparative display on a single screen and for printing upon selection
- Central Image Server (CIS) – The CIS is a UNIX-based system that uses both magnetic and optical storage to provide image data to both the Image Capture Workstations and the IRW software. The operational software for the CIS is a proprietary version of the Polaroid Captured Image Management System (PCIMS). The CIS is configured with extended disk resources for storing text and image data.
- Image Retrieval Library (IRL) – The IRL is a component part of both the ICW and the IRW software that provides access to the CIS via the PCIMS protocol. This protocol is proprietary to Digimarc. The IRL is available for OS/2, Windows NT, DOS and UNIX platforms. Under the current contract with the State, Digimarc must provide the BMV with the image database in a format and medium acceptable to the BMV. The BMV has determined that the format for these images will be JPEG.
- RDBMS – Informix Dynamic Server 2000, version 9.0.

The current procedures for license branch operation of the DDLS functions follow:

- CSR powers on the ICW and printer and waits for the printer's laminate station to warm up.
- As the system boots, any image data not previously uploaded to the CIS will be transferred to the CIS at this time.
- CSR initiates the capture procedure by clicking on the capture icon. The "capture" modules will begin execution and will look for connection to the CIS over the wide

area network provided by ITN. See Attachment I for an ITN Network Topology Diagram and a listing of bandwidth capacity for individual BMV/C locations.

- If the CIS cannot be contacted, the ICW will not allow further capture processes to continue.
- If the CIS is contacted, the CSR will log in using a name/password combination which is validated by the CIS. User name/password data is stored on the CIS. Authorized license branch personnel (typically branch managers) have the ability to add, delete, and edit users for their branch. Authorized BMV headquarters personnel have the ability to add, delete, and edit all users.
- Once the user's access is validated, the following steps occur during the processing of an applicant's document:
 - The BMV's custom license branch software (running on DoIT's W2K server farm using Citrix) is used to process the customer's application for driving privileges or an identification card. Information about the BMV's STARS System can be found in Attachments J and K of this document.
 - The STARS system transmits the customer's demographic data to the ICW via IP communication using the LP protocol, a method of sending print stream data across a network. This data appears in a first-in-first-out work queue on the ICW screen. The customer data record layout currently sent to the ICW may be found in Attachment G of this document.
 - CSR selects the appropriate customer from the work queue
 - The ICW workstation sends an initial review screen with both facial and signature images of the customer displayed, if previous image(s) for this customer do not exist a message to that effect is displayed. Real-time retrieval of images from the CIS is performed.
 - CSR verifies the data for the customer.
 - CSR advances to the signature capture screen and obtains the customer's signature via a signature pad attached to the ICW.
 - CSR advances to the image capture screen and obtains the customer's image via a Polaroid TK-1070U camera attached to the ICW which uses Hauppauge (Wind/TV) Board System software. The BMV allows a "valid without photo" document per statute. A field within the record sent from STARS indicates whether a photo is required.
 - Once both the signature and facial images are captured, the CSR advances to the final review screen. If the captured images are acceptable, the CSR requests the document be printed. The ICW stores the images, compresses the images, logs the transaction for audit purposes, uploads the images to the CIS, and verifies the success of the upload process. Attachment H shows samples of the various types of documents produced currently.
 - CSR may now advance to the main worklist screen and initiate processing of the next customer in the worklist and does not have to wait for the completion of the printing process before initiating a subsequent customer's transaction.
 - CSR verifies the customer's document printed correctly and provides the document to the customer. If the document has not been printed correctly, the CSR requests the ICW re-print the document.
 - The ICW uses a "watchdog" process to examine network status periodically during the workday. If the network connection with the CIS drops and then a re-connection is made, any not-yet-uploaded images will automatically be uploaded to the CIS without CSR intervention.

Central Image System Processes:

- The CIS Server is a UNIX-based system which stores all captured image data on both magnetic and optical WORM storage devices. When an image is captured, the workstation application sends that image to the server. The server application then adds the image to the central database and then saves the file on magnetic disk.
- Reports are generated using Perl and Awk scripts for production counts, voids, and billing purposes. Reports are also generated for backups of the Informix database and file systems.
- The CIS Software contains a C++ compiler, network analyzer, Solaris 8 OS, Perl utility scripts, and other Sun utilities.

Current License Branch LAN Configuration

- PC:
 - CPU: Pentium 4, minimum 2.0GHz, 400MHz Front Side Bus
 - Chipset: Intel 845G Chipset
 - Memory: 256MB DDR SDRAM, expandable to 2GB
 - Memory slots: Minimum 2
 - Floppy: 1.44MB
 - Hard Drive: 40GB hard drive, 7200 RPM
 - Hard Disk Controller: SMART III Ultra ATA/100
 - CD-ROM: 48X- Max
 - Communications: Integrated Intel Pro/100 VM Network connection
 - Internal Audio: Integrated Intel Audio with Internal Speaker
 - I/O Ports: 4 USB, 2 Serial, 1 Parallel
 - Keyboard: PS/2 connector
 - Mouse: 2-button
 - Video: Integrated Intel Extreme Graphics - 4X AGP
 - Cabinet: desktop, no larger than 13.5" x 14.5" x 4.0"
 - Software: Microsoft Windows 2000/Windows XP Professional
 - Management: DMI 2.0 BIOS, SMART Hard drives, Fault Notification and Pre-failure Warranty, Ultra ATA Integrity Monitoring, Thermal Sensor in computer
 - Security: Remote Security Management, Boot Integrity Services - Secure PXE, Serial, Parallel and USP port Control, Master Boot Record Security, and Power-On Password
- Monitor: 17" display, 16" VIS; 1280 x 1024 resolution, MPR-II Compliant, Energy Star compliant
- Network Laser Printer: Lexmark T522ND
- Cash Drawer: APG -S100
- 2d Bar Code Scanner: HHP IT4410 IMAGETEAM High Density, Keyboard Wedge Kit
- Sign pad/credit card device: HHP TT3101 (Transaction Team 3101)
- Hub/Switches: Cabletron, Enterasys, Netgear. See Attachment I
- Routers: Cisco. See Attachment I
- LAN UPS: APC450VA

3.2 Recent Business Requirement Changes

Recent business changes, new BMV IT systems, and emphasis on tightened security measures have led the BMV/C to require additional features and requirements in this

RFP for DDLS services. Proposals submitted in response to this RFP and the updated requirements are required to comply with the required specifications outlined in Section 3.2 and must address the approach the respondent's proposed solution would take to meet these requirements.

3.2.1 Technical Architecture and Ownership. Beginning in July 2004 and running through much of 2005, the BMV/C will be replacing its legacy license branch application with a Windows 2003, browser-based WAN application written in Microsoft's Visual Basic .NET and using Microsoft SQL Server as the relational database management system. This n-tiered, browser-based application, called STARS, will run on the DoIT W2K3 server farm, with MS ADS security, using a Unisys ES7000 as the data server. The STARS application provides the perfect opportunity for the BMV/C to reengineer its workflow to streamline processes and tighten identification security measures both procedurally and systemically.

The state's DoIT will be responsible for procuring, providing, hosting, operating, and supporting the Central Image Server hardware, operating system software, and the relational database management system for the DDLS. The DoIT CIS will operate on a Windows 2003 server farm, utilizing application servers and web servers. The server farm will operate with a mirrored backup, running an active/passive configuration. The DoIT Unisys ES7000 will serve as the data server for the DDLS images. DoIT will provide backup/recovery support for the server.

As a result, the BMV requires that the new DDL system provided as a result of this RFP be developed using the interface standards, presentation standards, development tools, screen design, and RDBMS products utilized for STARS. See Attachment P for sample STARS screens. The BMV will provide the contractor with the STARS page template (HTML code). The DDLS workstation application must utilize the same look-and-feel as the rest of the STARS application. All DDLS workstation application logic (with the possible exception of temporary image storage, compression/decompression algorithms, or other similar software components that may be loaded to a workstation's API) will reside on the DoIT application server farm, not the DDLS workstations. The BMV envisions that the vendor's DDL application will "take over" when the CSR selects the applicant from the DDL queue. However, the vendor's DDL application will be browser-based just like the rest of the STARS application. All DDLS workstation application logic will reside on the DoIT application server farm rather than the DDLS workstation with the exception of logic existing at the branch workstation for temporary image storage, compression/decompression algorithms, or other similar software components that may be loaded to a workstation's API upon start-up.

The state considers the software development of the DDL system to be "work for hire". As a result, the state will retain ownership of the software developed for the DDL system resulting from this RFP. The state will grant that executable code such as peripheral device drivers, run time library software, patented or trade marked software owned by the respondent cannot be considered Indiana's "work for hire". The state's intention is to obtain the source code for a completely-functional DDL application as outlined in this RFP so that the state is able to support the application independent of the contractor at the termination of

the warranty period. Respondents must agree to provide the state with a perpetual license to use and modify, but not give away or sell, all software components that the state cannot reasonably expect to own. The state may grant the contractor with a perpetual license to market the software developed as a result of this RFP provided contract negotiations for this licensure are agreeable to both parties.

- 3.2.2 **Image Conflict Hearings.** Since the first generation DDL system was implemented in 1999, the BMV has been refining a process for resolving conflicts between existing images on file and persons who present themselves at the license branches as the customer in question but do not appear to be the same individual whose image was captured during the previous visit. These situations have been frequent and have been termed “image conflicts”. The current process in place with the BMV’s DDL system does not offer the BMV/C the opportunity to retrieve and view the existing DDL images on file until the customer application process has been completed and the fees receipted. When the image conflicts are identified, the customer making the application for a new document is denied the document and provided an opportunity to request an “image conflict hearing” to resolve the conflict. Until the hearing is held and the disposition determined, the record in question is marked such that no issuance is allowed to proceed. As a result, the customer application in process is voided and money refunded.

The new DDLS provided through this RFP process must enable the BMV/C to retrieve existing images much earlier in the STARS customer transaction so that potential conflicts are identified prior to completion of an application. The business process flow in Section 3.3 outlines the new process requirements. See also Attachment P for a sample STARS screen that would offer an option for the CSR to retrieve an image.

- 3.2.3 **Homeland Security Initiatives.** The AAMVA Uniform Identification Taskforce has recently proposed strategies to improve the security of driver licenses and identification cards issued by the motor vehicle agencies. This RFP requires compliance with the newly approved UID Card Design Specifications.
- 3.2.4 **Expanded Retrieval Capability.** The new DDL system must provide retrieval capabilities significantly beyond the retrieval capability of the BMV’s existing DDL system. This RFP requires image retrieval capabilities from all BMV/C STARS workstations, all BMV DDLS workstations, the BMV’s internet renewal application operated by AIN, and all BMV-approved law enforcement agencies. More specific explanations of the technical processes required for retrieval are provided in Section 3.3. The contractor must supply the software application; DoIT will provide the web server hardware.

To address the law enforcement inquiries, the new DDL system must provide a secure extranet application for approved users. The state’s DoIT extranet server will be used to provide firewall security and user authentication. DoIT will provide the required web servers for the image retrieval service. The extranet retrieval application must provide for image retrieval by any of the indices. The DDL system must track extranet retrievals by inquiring user identification, retrieval date, and driver license number. The respondent must provide a query screen

and corresponding report, if selected, by which the BMV can view retrieval history.

3.2.5 Electronic Renewal Sub-system. As referenced earlier in this RFP, the BMV currently allows DL/ID retrieval via the internet for qualified customers. To accommodate this service option, the new DDLS must provide an application which

- accepts an image retrieval request from the AIIN server,
- responds with found/not found indicator (note: the image itself need not be returned to the AIIN server),
- accepts an electronic renewal transaction file,
- retrieves the most current, valid image on file for the driver license number,
- produces a DL/ID card using the new data sent by AIIN,
- updates a BMV record to indicate the DL/ID card has been printed,
- stores the new transaction data on the central server,
- and updates all transaction logs

3.3 General Specifications

3.3.1 The successful respondent must provide a complete DDLS for image capture, storage, retrieval, existing image conversion, and document production for DL/ID cards issued in an over-the-counter process from 177 license branches physically located throughout the state. See Attachment K for a listing of all license branches and training centers currently operated by the BMV/C. The proposed DDLS must also provide full capability for producing documents from the centrally-stored image database without requiring a new image capture because the BMV processes customer DL/ID renewal electronically via the Access Indiana Information Network (AIIN), the state's web portal.

3.3.2 A complete DDLS consists of all workstation equipment, workstation software, central image software, supplies, services, tools, workstation installation, training, and workstation maintenance needed to provide color digital image documents as specified in this RFP. Each DL/ID document type will have features which distinguish that particular type of card from each of the others.

3.3.3 The proposed DDLS must include the support for the production and control of documents issued at each BMV/C license branch, as well as all BMV/C training, testing, and development sites, and for the retrieval of images and other DDL information by BMV/C sites and headquarters personnel. Support services include system implementation, training, and ongoing maintenance as needed to ensure that following full statewide implementation, the BMVC is capable of issuing documents at each of its license branches every business day over the term of the contract and each workstation is fully capable of retrieving previously-stored images every business day over the term of the contract.

3.3.4 The DDLS must provide non-embossed, color image documents that meet the AAMVA UID Card Design Specifications.

3.3.5 Within two weeks following the execution of any contract resulting from this RFP, the contractor shall provide a full-time project manager to manage the

contractor's efforts during the DDLS planning, design, development, testing, and implementation portions of the contract. This project manager shall perform his/her duties under this contract on-site at the IGC unless other work arrangements are approved by the BMV. The project management duties for the contractor's project manager shall include, at a minimum, managing the contractor's personnel and contractual obligations, working in close coordination with the BMV/C's project manager and DoIT's project manager, monitoring the project plan, and providing generally-accepted project management duties (i.e., integration management, scope management, time/cost management, quality management, resource management, communications management, and risk management).

- 3.3.6 The respondent's proposal must include resume(s) for all of the key persons the respondent will assign to the state's DDL project. See Attachment B for the Key Persons clause in the sample contract. The state has identified the following roles as "key person" roles for the project: Project Manager, Service/Installation Manager, and Training Manager.
- 3.3.7 Prior to the development of any software for the DDLS, the contractor shall hold detailed design sessions with the BMV/C to outline the final details of the DDL solution and all of the tasks associated with implementing a successful DDLS. The contractor shall develop a Detailed Design Document from the decisions reached during the design sessions. The BMV/C will have ten (10) business days to review and either accept or reject, in writing, the Detailed Design Document. After acceptance of the Detailed Design Document, the contractor shall commence development of the software solution, procurement of the equipment, and all other service and planning activities.
- 3.3.8 The Bureau estimates the annual number of DL/ID cards issued to be one million nine hundred thousand (1,900,000) for proposal purposes only. Actual quantities may be more or less; the actual number of driver licenses and identification cards issued varies depending upon external factors. Monthly quantities are expected to range from 100,000 to 200,000. See Section 1.9 and Section 2.3.7 for more details on the pricing requirements.
- 3.3.9 The business flow process intended for processing a customer DL/ID transaction will be as follows. See Attachment P for sample screen shots and additional details about the interfaces between the DDLS and STARS.
- CSR initiates a STARS DL/ID transaction for the customer
 - If customer already exists on STARS, STARS initiates an inquiry to the DDL server
 - DDL server returns the customer's most recent, valid image on file to STARS
 - STARS presents the image to the CSR's screen
 - CSR compares the image on file to the customer in the branch
 - If not same person, CSR refuses to proceed with customer transaction. Customer may request an image conflict hearing.
 - If same person, STARS transaction proceeds
 - Upon completion of STARS processing, STARS writes customer data to a STARS DDL FIFO queue. The Workstation, once it has received the DL/ID

record, must place the record in a queue menu so that the first applicant processed through the application process will be the first applicant to have their DL/ID card produced. If the first person in the queue is not available for processing, the operator must have the ability to choose another person from the queue menu.

- The DDL workstation constantly reads the STARS DDL queue for ready transactions
- CSR calls name of next DDL customer
- The DDL workstation sends an initial review screen with both facial and signature images of the customer displayed; if previous image(s) for this customer do not exist a message to that effect is displayed. Real-time retrieval of images from the central server is performed.
- CSR verifies the data for the customer
- CSR advances to the signature capture screen and obtains the customer's signature via a signature pad. If the captured signature is not satisfactory, the system must allow the CSR to re-capture the signature at this point.
- CSR advances to the image capture screen and obtains the customer's image. If the captured image is not satisfactory, the system must allow the CSR to re-capture the image at this point. Note: The BMV does allow a "valid without photo" document per statute. A field within the record sent from STARS indicates whether a photo is required.
- CSR requests print of DL/ID card
- CSR returns to the queue screen and initiates processing of the next customer in the queue and does not have to wait for the completion of the printing process before initiating a subsequent customer's transaction.
- CSR verifies the customer's document printed correctly and provides the document to the customer. If the document has not been printed correctly, CSR requests a re-print of the document.

3.3.10 The DDL technical process flow for a customer transaction will be as follows. See Attachment P for sample screen shots and additional details about the interfaces between the DDLS and STARS.

- Upon receipt of a web services XML image retrieval inquiry from the STARS server, the DDL central server will look for the most current valid image for the driver license number provided in the inquiry.
- If a valid image is found, DDL central server sends the image to STARS via a web services interface (XML)
- If no valid image is found, DDL central server sends appropriate message back to STARS via a web service interface
- DDL workstations continuously check the branch STARS DDL queue for new transaction(s) to process
- DDL workstation ensures communications with central server. If no communication with central server, do not allow DDL transaction to start.
- DDL workstation requests most current, valid image for customer using data found in the STARS FIFO DDL queue (DDL workstation software does not allow the CSR to enter/change customer data)
- DDL workstation sends data and image(s) to the screen for CSR verification against customer at the counter

- DDL workstation advances to the signature capture screen and captures signature. Signature discard and re-capture capability required when requested by CSR
- DDL workstation advances to the image capture screen for CSR to capture customer's image. The BMV does allow a "valid without photo" document per statute. A field within the record sent from STARS indicates whether a photo is required. If no photo required, this step is skipped and an appropriate message "valid without photo" appears in place of the customer's image. Image discard and re-capture capability required when requested by CSR.
- Show previous image and newly-captured image side-by-side for visual comparison by CSR prior to completion of DDL transaction.
- Compress, store, and upload image(s) to central server real-time. The DDLS must provide for "store and forward" capability in the event that the image upload fails initial upload attempts.
- Accept upload verification and failure responses
- Print DL/ID card. Provide ability to re-print card in case of jams, printer malfunction, etc
- Send notification to STARS that card printed successfully.
- Track DDL workstation activity, including but not limited to count of customers processed, user id responsible for each transaction, count of image(s) discarded for recapture, count of cards produced, count of customer transactions removed from queue due to walk-outs, customer transactions involving image conflicts, count of images uploaded to server, etc.
- DDL workstation must have ability to remove a transaction from the STARS DDL queue in the event the customer abandons the transactions prior to completion (leaves the branch or refuses to proceed with the transaction). Whenever a transaction is removed from the STARS DDL queue, send a message to STARS to notify STARS that the transaction was not completed (no card issued).

3.3.11 It is imperative that the proposed DDL system be adaptable to, and compatible with, established current procedures, including data processing requirements, of the Bureau of Motor Vehicles for the issuance of their DL/ID cards. The BMV will make reasonable accommodations to its business operations and facilities; however, overall implementation and successful operation of the DDL solution within the overall framework of current BMV/C operations and facilities are the responsibility of the respondent. The State will bear no additional costs for adaptation to or compatibility with existing operational systems beyond those costs and changes necessary to develop the STARS components of the DDL interfaces. The state's intention behind this specification is that the DDLS must not require the BMV/C to modify its codified or promulgated rules and regulations just to use the new DDLS.

3.3.12 In the event that material, supplies, software products, or equipment are improved, the State shall be notified of such improvements and given the option of accepting or rejecting the change. In the event a material, supply, software product, or equipment change or improvement causes the complete obsolescence of part or all of the DDL system, the new item(s) shall be supplied to the State at no additional charge.

- 3.3.13 The state will retain ownership of all software developed as part of the contract resulting from this RFP. In addition, the state will retain ownership of the central image database and all images captured during the term of this contract. If the contractor uses any commercial-off-the-shelf software as part of its DDL solution, the respondent shall supply all required licenses to the state, the respondent shall pay all ongoing licensing costs for the term of the contract, and shall provide the state with appropriate training on the use of such software in the event that state support personnel are required to access and support such software.
- 3.3.14 All proposed hardware products must be operational and capable of being demonstrated. Demonstrations of prototype equipment will not be acceptable. The state may require a working demonstration of the hardware proposed. If the state elects to require a hardware demonstration, the vendor will be required to bring his equipment to the BMV for the purpose of producing “finished” sample DL/ID cards.
- 3.3.15 The respondent shall guarantee that all components of the DDLS will be delivered, installed and operational by the dates agreed upon during the contract negotiations, but approximately on **August 31 , 2006**.
- 3.3.16 In each proposal the respondent shall include a detailed description of the system proposed, including a flow chart, a list of all equipment and software, and a description of all equipment/software required to produce DL/ID cards that meet all of the specifications required by this RFP.

3.4 Issuance Workstation and Printing Specifications

- 3.4.1 The successful respondent shall provide the following quantities of necessary equipment and software licenses to cover each of the BMVC license branches, all BMVC training facilities, all of the testing/development facilities at the Indiana Government Center North, and a pool of maintenance swap-out equipment to be used when license branch hardware malfunctions and must be serviced.

Component	Quantity to be Initially Installed	Quantity for Maintenance Swap Pool And Future Use
DDL PCs and Associated Peripherals (monitor, keyboard, mouse, signature device, camera, cables, etc)	195	15
DDL Printers & Cables	210	25
UPS	195	15
All Software Licenses	210	
Special ID Workstation and Associated Peripherals	1	1

Special ID Printer & Cables	1	1
Backdrops & Fixtures	195	5

- 3.4.2 It is the respondent's responsibility to determine the appropriate workstation processing requirements for each station based upon the transaction volumes anticipated for that location. Some large volume branches will require two printers in order to handle the volume and meet the printing output specifications. The contractor and the BMV/C will jointly determine which branches require a second printer. Branch DL/ID transaction volumes are provided as Attachments D1 and D2. Please reference Attachment N to assist in determining realistic maximum daily volumes per branch on a typically "busy" day.
- 3.4.3 The respondent must provide technical specifications for each separate component or feature in the system (equipment diagrams and specifications of machine components, dimensions, electrical requirements, temperature, and humidity ranges).
- 3.4.4 The contractor shall be responsible for all supplied equipment that is damaged, stolen, destroyed or in any manner made unusable. It shall be the contractor's option whether it insures the equipment. The State will not insure this equipment but will provide reasonable cooperation to the contractor and its insurers so as to permit the contractor to insure all equipment and supplies furnished against loss or damage.
- 3.4.5 The proposal should provide mean times between failure and mean times between restore for all equipment being proposed for this RFP
- 3.4.6 Any additional equipment or supplies not specifically outlined in these specifications but necessary to provide for a complete system to provide DL/ID cards in accordance with these proposed specifications shall be provided by the successful respondent without claim for additional payment. It is to be understood that a complete DDL system satisfactory to the State is required. If this RFP has omitted any specific equipment required for a complete DDL system, the respondent's proposal must explicitly detail such assumed omissions.
- 3.4.7 All equipment proposed shall be capable of meeting all necessary and pertinent Federal Health and Safety regulations and all Indiana State statutes and regulations, and adapt to any changes thereof without charge to the State.
- 3.4.8 All electrical equipment must operate on regular 110 voltage, 60 cycle AC, must be equipped with a grounded plug, and meet the Underwriter's Laboratory Standards. Cameras and other electrical equipment shall be designed and built so that a voltage fluctuation with a low of 90 to high of 125 volts will not cause a change in operation.
- 3.4.9 If power conditioning, surge, and/or spike protector is recommended for the contractor's equipment, or if a power strip is required due to wiring constraints at the branches, the contractor will be responsible for providing and installing the necessary unit(s) for each workstation.

- 3.4.10 The Contractor must provide an uninterruptible power supply (UPS) for each Workstation with the following minimum specifications: Maintain 400 VA load for 5 minutes; full time surge suppression and EMI/RFI filtering; a minimum of two receptacles; audible alarm for low battery, indicator for off-line operation and replacement battery.
- 3.4.11 Respondents must discuss the ability of all components to operate normally under room temperature extremes from 45 degrees Fahrenheit to 95 degrees Fahrenheit.
- 3.4.12 The warm-up time from a cold start at the beginning of the day for the Workstation to be ready to completely process a driver license shall not exceed five (5) minutes. The time to close down and secure the Workstation at the end of the day shall not exceed five (5) minutes.
- 3.4.13 The State will only consider proposals utilizing new equipment. In all circumstances the equipment provided must meet all requirements set forth in these specifications concerning performance, production, and quality standards.
- 3.4.14 Within less than three (3) minutes after a print transaction has been initiated, the image card production equipment shall be capable of producing a finished color-image DL/ID card with all required and negotiated card specifications (including, but not limited to, two-dimensional barcode, optical variable device, protective laminate shields, color image of the customer, individual customer demographic data, digitized signature, multiple overt and covert security features, variable four-color printing on the front side of the document, and pure black printing on the back side of the document).
- 3.4.15 The captures of the customer's image and signature shall be simple procedures and the equipment easy to operate. The system must have the capability to capture the applicant's image by the operator's single press of a key on the keyboard with instantaneous capture.
- 3.4.16 The DDL workstations shall be equipped with necessary interlocking safety and protective devices (safeguard indicators in the equipment that indicate the process stage and/or problems) to minimize operator error and mechanical malfunctions. The state's intention in this specification is to ensure that the DDL equipment cannot be opened, entered, or damaged inadvertently by BMV/C personnel.
- 3.4.17 All workstation equipment must be capable of being operated by either a left-handed or right-handed operator from behind a desk or counter while standing or seated.
- 3.4.18 All DDL workstation materials and supplies must be capable of being unloaded and loaded by BMV/C personnel at any time without damage to the finished product. The Workstation shall contain a warning device to notify the operator when materials need to be changed or added. The time for adding and/or changing materials shall not exceed five minutes per hour.

3.4.19 In order to have a smooth shutdown, the Contractor's operating system and/or UPS must have automatic shutdown capabilities that will initiate a shutdown sequence. This shutdown sequence will be mutually agreed to by the Bureau and the Contractor.

3.4.20 At a minimum, each Workstation will include:

A computer with a minimum **2.4 gigahertz** Pentium III processor or equivalent, **512 MB** RAM, 8 MB VRAM, 24X CD or DVD drive, and a 3.5 inch floppy internal drive;

Removable data drive capable of storing a minimum of 100 MB of data (i.e. Zip drive, read-write CD, read-write DVD, etc.);

One 17 inch color monitor with the following minimum specifications:

Tilt/Swivel base; MPR II (low emissions) and EPA Energy Star compliant; .28 mm dot pitch; non-glare etched and anti-static screen coating; 1024x768 pixel resolution; external brightness, contrast, horizontal/vertical position and size controls; the color video monitors must be comparable to a flicker free Super-VGA or Analog device having an associated graphics control board with video drivers capable of displaying a screen resolution of 800x600x256 colors or better;

A minimum 101-key keyboard. Workstation keyboards shall be detachable, angle adjustable, and have a palm/wrist support;

A Microsoft mouse or equivalent;

A 10/100 MB Ethernet network interface card;

A digital camera with the following minimum specifications:

The camera must be equipped with a strobe or other lighting device for adequate illumination of all applicants regardless of complexion. The strobe or lighting device must compensate for various license branch ambient light conditions and for applicants of various complexions, and must be able to record a customer's picture in such a way as to minimize glare caused by eyeglasses or contact lenses worn by the customer.

The camera must be equipped with an automatic focus lens system. The depth of field shall be sufficient as to allow the automatic focus system to capture an in-focus image. Cameras must be equipped with automatic focus and must have the capability to "freeze" the photograph for the BMVC operator and/or customer to view prior to creation of the DL/ID card. The camera must be capable of being easily adjusted to capture the picture image of all applicants regardless of size either standing or seated.

The applicant shall be framed by sighting through a viewfinder, or some other similar procedure acceptable to the Bureau of Motor Vehicles.

Cameras must have the means to ensure proper centering and cropping of the applicant's image for the portrait.

A signature capturing device that supports right- and left-handed applicants, as well as handicapped applicants in wheelchairs. The applicants must be able to see their signature (paper, LCD, etc.) as they are signing;

A color DL/ID document printer with a noise level that shall not exceed 75 decibels at any time;

A colored backdrop with a light blue screen, wall-hung or freestanding depending on the License branch (BMV estimates that currently twenty (20) branches require freestanding backdrops and the remaining branches require wall-hung backdrops);

All necessary cables.

- 3.4.21 The operating system for the Workstation shall be the latest release of Microsoft's Windows XP Professional.
- 3.4.22 The contractor will notify the BMV immediately upon discovery of any virus on any piece of DDL equipment. The contractor shall remove virus-infected DDL equipment from the state's network immediately and eliminate the virus from any infected equipment before returning such equipment for use by the BMV/C. The contractor may have remote IP access into each DDL workstation provided the contractor's facility is connected as a network node on the state's ITN. Any telecommunications' costs associated with such connection will be at the contractor's expense or included in the proposal price.
- 3.4.23 All images must closely match the same head area of the applicant. This match must be both in size of the captured area and the centering of the facial features in that area. In other words, allowing somewhat for hairstyles, all faces must be about the same size and centered in the area captured. This must be done automatically (without operator intervention) to achieve consistency.
- 3.4.24 Automatic location of the applicant is required within the field of view of the camera. The head area must then be cropped, centered and sized to match the image characteristics to be stored and printed. An override must be provided for manual centering and cropping.
- 3.4.25 The applicant's picture image must be easily centered by being displayed on the monitor before the image is captured. The Workstation must allow the picture to be viewed on the monitor after capture but before saving the image. If the image is not acceptable, the operator must be allowed to easily discard the image and recapture another image as many times as necessary until an acceptable image is viewed. Likewise, the signature must be viewed on the monitor for acceptability and be capable of being recaptured until an acceptable image is captured.
- 3.4.26 If more than one document printer is attached to one Workstation for the purpose of handling large volume branches, the system must continue operating if any of the printers connected to the workstation is turned off or becomes inoperative.

- 3.4.27 The Workstation must be capable of processing the next applicant after the previous applicant's images have been saved to the Workstation's hard drives and sent to the printer for printing. No applicant shall be made to wait to be processed for more than twenty (20) seconds after the operator presses the print key for the previous applicant.
- 3.4.28 The proposed DDL software should be capable of using one captured image for a multiple number of DL/ID cards for an applicant with multiple transactions during a single license branch visit (Indiana statute allows customers to carry both an identification card and a driver license concurrently). The STARS interface to the DDL workstation would indicate applicants with multiple transactions. The DDL workstation could utilize the same image for each of that individual's multiple transactions. Only in the instances in which the STARS data indicates multiple transactions for the same applicant (based upon Driver ID Number) would the use of one image be allowed for multiple DL/ID cards.
- 3.4.29 The DDLS software shall not be able to change any of the demographic data received from the BMV's DL/ID software application. The respondent's workstation software will use the data received from the BMV to analyze the required header and border color, organ donation indicators, under age indicators, license type, etc.
- 3.4.30 To assure the accuracy of the information on the document, the DDLS application must print the front and back of the document and apply all laminations without manual intervention. No flipping of the card by the operator or placing of separately printed labels onto the document by the operator will be allowed.
- 3.4.31 The DDLS software must generate a confirmation at all possible failure points that the portrait and signature images have been taken, digitized, and stored or a warning that the images have not been properly captured, digitized, and stored. If a warning is issued, a positive follow-up routine must occur to assure that all images are stored. The Respondent must state in its proposal what this positive follow-up routine will be.
- 3.4.32 The DDLS must not allow any image to be "lost" or "misplaced". The DDL system must be developed with a process that verifies all captured images are successfully stored by the CIS. Proposals shall include an explanation of the method the respondent will utilize to ensure contingency processes and procedures are implemented to maintain the images and signatures until such time as the images are successfully committed to the central image server.

3.5 Central Image System Specifications

The state's DoIT will be responsible for procuring, providing, hosting, operating, and supporting the Central Image Server hardware and operating system software for the DDLS. The DoIT CIS will operate on a Windows 2003 server farm, utilizing application servers and web servers. The DoIT Unisys ES7000 will serve as the data server for the DDLS images. The relational database management system for the DDLS will be MS SQL Server 2000. See Attachment Q for a diagram of DoIT's server farm. See also Attachment R for DoIT's Service Level Agreement for Database Hosting Services for

more information about the services DoIT will provide for the central image server hosting.

- 3.5.1 The successful respondent will be required to work with the state and its current DDL vendor to migrate and convert the existing DDL images in JPEG format to the new central image database prior to BMV acceptance testing. The BMV anticipates approximately twelve million (12,000,000) images will require migration/conversion from the current DDL system at the start of the new DDL project. The media on which the existing images will be transmitted will be compatible with the state's database server. The state expects to provide the existing image file layout and structure to the successful respondent and to provide an industry standard format that does not require proprietary software to port it.
- 3.5.2 The state will utilize distinct application environments such that different versions of application code may be deployed to each different environment for the purposes of development, integration testing, pilot testing, and production implementation. Under no circumstances will the BMV/C accept a DDL solution without the ability to segregate application code for these activities. If future software enhancements and modifications cannot be piloted to identify potential production implementation problems, the BMV/C risks implementing defective software to all branches of the state and potentially causing significant customer service problems. DoIT will provide all of these necessary applications environments once the DDL contractor provides the DDLS application software to the state for initial acceptance testing; however, the contractor must provide its own development environment prior to submission of the DDLS to the state for user acceptance testing.
- 3.5.3 The contractor must work with DoIT and the BMV to architect the process by which new software releases will be tested, deployed, and ultimately released for BMV/C use. This code deployment process must cover initial implementation of the DDLS, new software releases during the warranty period, and future releases by BMV personnel once the warranty period with the contractor expires.
- 3.5.4 The successful respondent must provide the central software application necessary for the state's management of the DDL system (statistical reporting, user account management, inventory management, backup/recovery, image retrievals, audit tracking/reporting, and administrator controls). If additional software is required to assist the reliability of the CIS application, the state expects to assume ownership of this software licensure at the end of the warranty period.
- 3.5.5 The DDL solution must be designed to verify that all images captured and used for the creation of a DL/ID card are sent to the CIS, received by the CIS, and stored successfully on the CIS. The respondent's proposal must outline the process the respondent will use to ensure this specification is met by the resulting DDLS.
- 3.5.6 The proposed system must be based upon Windows 2003 architecture in order to enable easy sharing of data (photos, signature, and other stored data) related to an individual with other applications or systems. Some examples include

welfare applications, criminal justice systems, AAMVA digital image exchange applications, and other public service systems.

- 3.5.7 The time required from the time the Image File transmit request is received by the Central Image System until the Image File is being transmitted from the Central Image System shall not exceed five (5) seconds independent of network traffic/latency issues. The Contractor must work with the state to ensure proper server sizing and capacity plans are established to facilitate such response times.
- 3.5.8 All picture and signature images must be time-stamped for date/time of capture.
- 3.5.9 The DDLS system shall store the applicant's picture image as specified in the AAMVA UID Card Design Specification.
- 3.5.10 The central storage application must be capable of accepting data from the state's wide area network or from temporary storage media created at the branch locations. The central storage database will ultimately store up to twenty five million (25,000,000) images by the end of the contract resulting from this RFP.
- 3.5.11 The Image Files will be transmitted to and from the BMV/C branches and the central server over the state's ITN. Please reference Attachment E for the ITN topology and site designs as well as the individual license branch data circuit specifications.
- 3.5.12 The DDLS application must be able to load images to the central storage server in real-time. Central Server Image Files will be stored and backed-up on state-hardware as part of the CIS.
- 3.5.13 The DDLS application must provide retrieval access from the Central Image System 24 hours a day, 7 days a week (24 X 7), except for short periods of system maintenance. The retrieval time must be maintained regardless of any maintenance, back up, etc. activity that must be performed by or on the Central Image System.
- 3.5.14 The contractor must provide server farm sizing and database sizing recommendations to DoIT to assist the state with preparing the appropriate server environment for the DDLS.

3.6 Image Data Specifications

- 3.6.1 The respondent's proposal must address what quality and security procedures the respondent will put in place to guarantee that no Image Files are lost on or between the Workstations and the Central Image System. The proposal must also outline the procedures that need to be implemented to guarantee that no images are lost once the images reach the central image system.
- 3.6.2 The proposal must reference both the average and maximum numbers of bytes an Image File will take on the Central Image System, the compression ratio used, and the pixel resolution.

- 3.6.3 The successful vendor must acknowledge and agree that all portrait and signature images, and other related data captured pursuant to or as a result of this contract shall at all times be the exclusive property of the BMV.
- 3.6.4 The successful vendor must acknowledge and agree that vendor shall not delete, store, copy, transmit, or otherwise manipulate any portrait or signature image except as specifically authorized by the BMV.
- 3.6.5 Each digitized image must be indexed using all of the following four (4) indices. Each of these indices must be available as a means of retrieving an image or the entire set of images that match the key provided.
- Indiana Driver License Number (a unique number assigned by the BMV to each applicant at the time of the applicant's first BMV transaction). Retrieval by driver license number would result in $0 - n$ images returned, where n is the total number of images captured for the holder of the driver license number since the BMV began using a digital driver license system.
 - Applicant's Social Security Number (if provided by the applicant). Retrieval by social security number would result in $0 - n$ images returned, where n is the total number of images captured for the holder of the social security number since the BMV began using a digital driver license system or since the holder initially provided the SSN to the BMV (fairly new requirement)
 - Combination of the applicant's Full Name and Date of Birth. Retrieval by name/dob would result in $0 - n$ images returned, where n is the total number of images captured for individuals with the name/dob entered.
 - STARS Transaction ID field (a unique number assigned at the time of each branch transaction). Retrieval by STARS transaction identification number would result in $0 - 1$ images returned.
- 3.6.6 Each record on the image database will be composed of the portrait image, signature image, demographic data, and the keys for retrieval. The portrait and signature images may not be separated but rather comprise one complete record.
- 3.6.7 Occasionally the BMV/C will determine that fraudulent activity has occurred for a specific driver record or DL/ID transaction or that a particular transaction should have never been processed. The contractor's provided system must have the capability to mark an image "void" if the BMV/C determines such action is required. "Voids" for DDL images must be accommodated under two different scenarios: automatic notification from the STARS system and manual notification from central office personnel as a result of the DL/ID hearing process.
- 3.6.8 The DDLS central image software must allow the Bureau the ability to remove Image Files from the Central Image System as needed. The successful vendor must provide means to purge images at the BMV's discretion based upon dates and duplicate image criteria.
- 3.6.9 The DDLS central image software must either allow the Bureau the ability to change the DL/ID number, social security number, transaction identification number, name and date of birth on the Image Files in the event that a driver's

key data fields change on the BMV's master customer database or provide a link from the old indices to new indices.

3.7 Retrieval Specifications

- 3.7.1 The DDLS application must provide a web browser-based retrieval solution that the state will use for the purpose of retrieving the stored images and signatures from the central database in support of BMV and law enforcement inquiries. The BMV intends to offer DDL image retrieval capability to all state-approved law enforcement agencies via an extranet web interface. The DDLS application must provide a secure Extranet application (DoIT will provide the server and operating system) for inquiry, retrieval, and display, and optional printing of a person's portrait, signature and data from the Central Image System. An authorized extranet DDL user must be able to use his Internet Explorer (version 5.5 or higher) or Netscape Navigator (version 7.0 or higher) to log onto the secure site to view the images and data. Once logged on, the user must be prompted to enter one of the retrieval keys for the customer for whom they are searching. Please reference Section 3.2 for additional information. DoIT will provide a PIX515 firewall. All outgoing traffic is allowed to pass through DoIT's firewall. Excluding e-mail, no incoming traffic is allowed through the firewall except through approved VPN, dial-up and extranet activity with appropriate ADS authority.
- 3.7.2 In addition to the branch retrieval process of retrieving the most current, valid image for the customer, the DDL system must provide a retrieval process by which all images for a given driver license number can be retrieved, viewed, printed and/or transmitted to the inquirer for identification verification purposes.
- 3.7.3 The proposal must provide a detailed narrative describing the process by which image records will be retrieved for 1) production of DL/ID cards, 2) for online inquiries, 3) hard copy prints, and 4) transmission to outside requestors via email, fax, or other electronic means.
- 3.7.4 The Contractor's software must be capable of retrieving the latest, valid stored image of the applicant, and if requested, all other images of the applicant must be displayed, allowing the operator to view all of the images which meet the inquiry criteria requested.
- 3.7.5 The proposed system must provide full capability for remaking a DL/ID card from stored portrait and signature images without requiring the capture of new images. The system provided must have the capability to reproduce DL/ID cards from previously-stored images for customers who request a duplicate card due to loss or theft. The BMV/C CSR may determine that an applicant requesting a duplicate, who has previously had their picture and signature images captured digitally, needs to have a new image captured due to one of several possible circumstances. In order to process this type of duplicate issuance, the system must also allow the CSR to override the normal duplicate DL/ID card procedure. The DDL system must also have the ability to produce DL/ID cards without requiring a new image to be captured for customers who elect to renew via the internet renewal service, *MyDriverLicense*, available through the Access Indiana Information Network.

- 3.7.6 The system must have the capability to convert image records from the central image database to an industry standard format, such as JPEG, in order to facilitate the display/print of image files on machines not equipped with special hardware, such as decompression hardware or enhanced beyond super Video Graphics Adaptor (Super-VGA) hardware.
- 3.7.7 The Contractor must furnish all software components (excluding the server operating system and database management system) required for image retrieval, including image compression and decompression software. All software produced by the contractor for Indiana's DDLS retrieval solution will be considered work for hire.
- 3.7.8 The retrieved decompressed color image of the applicant from the Central Image System file shall be high resolution color quality and the retrieved decompressed signature must be a smooth reproduction of the applicant's signature and shall not be jagged in appearance.
- 3.7.9 The DDLS application must display on screen or produce a print of the picture image at a minimum size of 3" X 4" (inches) with a minimum print density level of 300 dpi. Printing of retrieved images must be available to the requester in black/white and in color, dependent upon the requester's selection.

3.8 DL/ID Card Specifications

- 3.8.1 Each type of DL/ID card issued throughout the State must be uniform in appearance and quality within each specific card type.
- 3.8.2 The DL/ID cards produced must be in compliance with the requirements of the AAMVA UID Card Design Specifications. Indiana BMV/C will verify compliance with these specifications through submission of the cards to the AAMVA Courtesy Verification Program for official compliance evaluation.
- 3.8.3 The base material used for the DL/ID must be a 60% PVC and 40% Polyester composite card.
- 3.8.4 The DL/ID cards proposed must be so designed and fabricated as to maintain full integrity for a minimum period of seven (7) years. "Full integrity" means that the physical integrity of the cards will survive intact under conditions of the normal, strenuous wear-and-tear associated with a much-used identification card, and that the image and signature will not deteriorate, dissipate or discolor during the seven (7) year life of the card, nor will the printed matter deteriorate or become illegible.
- 3.8.5 The front of the DL/ID card shall contain the applicant's picture in color, the applicant's signature, the applicant's demographic information, and other special features and background information, designated by the Bureau to be electronically captured and shown on the DL/ID card. The face of the DL/ID cards shall contain the following data elements at a minimum and may vary by document type: (The current data stream sent to the DDL workstation from the STARS system is provided in Attachment G).

Document Type, Driver Name, Driving Conditions, Driver Street Address, Driver City, State, Zipcode, Branch Transaction Number, Application Type, Driver Number, Date of Birth, Sex, Height, Weight, Hair Color, Eye Color, Issue Date, Expiration Date, CDL Restrictions & Endorsements, Operating Restrictions, Social Security Number, Branch Number, Customer Signature, Commissioner's Name, 21st Birthdate, Organ Donor Indicator, CDL Class, Probationary License Indicator, Under 18 Until Date, Under 21 Until Date, and Indiana website URL.

- 3.8.6 The reverse side of the card will contain variable information license restrictions, endorsements, and a two-dimensional barcode populated with all of the information printed on the card.
- 3.8.7 The DDLS must provide capability to issue a DL/ID card without a portrait and print the DL/ID card with the statement "Photo Exempt" in the portrait location to accommodate those applicants who request and qualify for such an exemption. A field within the record sent from STARS will indicate whether a photo is required.
- 3.8.8 The BMV will determine the final designs and arrangement of information on both the front and back of the DL/ID cards after consultation with the vendor.
- 3.8.9 If the customer is under 21 years of age, the words "Under 21 Until MM/DD/YY" must be printed on the front of the DL/ID card in lettering perpendicular to the rest of the printed demographic information.
- 3.8.10 If the customer is under 18 years of age, the words "Under 18 Until MM/DD/YY" must be printed on the front of the DL/ID card in lettering perpendicular to the rest of the printed demographic information.
- 3.8.11 Indiana may decide to require the State of Indiana's Internet web address to be printed on the DL/ID. The address is www.IN.gov.
- 3.8.12 The signature must be a smooth reproduction of the applicant's signature and shall not be jagged in appearance.
- 3.8.13 The DL card shall contain the classification and/or endorsement and/or restriction codes and explanations unique to the applicant. The maximum number of operating restrictions that can appear on any one DL/ID card currently is six. The maximum number of CDL endorsements that can appear on any one DL/ID card is four. The maximum number of CDL restrictions that can appear on any one DL/ID card currently is four. A DL/ID card can also contain either or both of the following notations: "Interlock Device" or "Conditional".
- 3.8.14 The Workstation shall analyze the data fields provided by the BMV STARS application, and automatically select one of a variable number of document designs based upon the data provided. All Documents shall contain header designs approved by the Bureau. The Contractor and the Bureau will jointly develop the initial document designs during the detailed design phase of the project.

- 3.8.15 The proposal must include findings from an independent research lab that validate the respondent's solution and that solution's ability to comply with the durability specification.
- 3.8.16 Ten (10) sample DL/ID cards that meet all proposed specifications must be submitted with each proposal. These sample cards must provide sufficient variances in applicant complexions such that the state can adequately evaluate the ability of the proposed solution to meet the needs of all Indiana BMV customers.

3.9 Security Specifications

- 3.9.1 The DDL workstations shall each contain at least one (1) mechanism (i.e., security plate, security disks, software) without which the DDL workstations become inoperable. This mechanism shall either prevent the operation of the workstation or, in some other method, cause the system to ensure that cards issued without the mechanism are noticeably invalid. The intention behind Specification 3.9.1 is to ensure that the DDL equipment cannot be opened, entered, or damaged inadvertently by BMV/C personnel. An example of a safety or protective device might be the automatic shutdown of the printer whenever the lid is opened while a card is being produced. Such a shutdown might prevent an operator from getting his/her hand stuck in a moving part that could cause either injury to the operator or to the printer.
- 3.9.2 The proposed DDL solution must minimally utilize the State of Indiana's Windows 2003 Forest and Active Directory Services for user security access and authentication. BMV/C personnel authorized to access the DDLS must only be required to perform one sign-in process in order to access the DDLS application and to authenticate their account with DoIT's ADS and W2K forest. See Section 3.15 for more information about user security access and authentication.
- 3.9.3 To prohibit the possibility that data printed on DL/ID cards does not match the data supplied by the STARS application or the BMV's internet renewal application, the DDLS must not permit the demographic data received from the STARS DDL data stream or the internet application data stream to be modified by the CSR.
- 3.9.4 The successful vendor must produce non-embossed, color image DL/ID cards with sufficient layering of security feature(s) to significantly prohibit tampering and to ensure cards that are tamper-evident upon any tampering attempt. All DL/ID cards must be produced with minimally two (2) overt and two (2) covert security features. Respondents are required to submit detailed information on those characteristics, materials, and features offered in the proposed solution that are intended to ensure security against various forms of counterfeiting, tampering, and alteration. Proposals must discuss the uniqueness of the security feature(s) proposed and how that uniqueness is maintained and protected.
- 3.9.5 Neither the materials used to create the security features nor the ultimate design of these features shall be made available to the public.

- 3.9.6 One of the card security features proposed must be an optical variable device (OVD) that meets the AAMVA UID Card Design Specifications.
- 3.9.7 The contractor must make several other card tamper security features available to BMV at the price quoted in the proposal. A list of these feature choices must be submitted with the proposal. The final decision about the number and combination of card security features to be used will be determined during the contract negotiation process.
- 3.9.8 The proposals shall include an explanation detailing the security and protection measures the respondent will implement to ensure the BMV's materials, supplies, and data are protected at every point in the supply chain (design, order, manufacture, shipment, delivery, storage, etc).
- 3.9.9 The successful vendor must provide a security laminate or "shield" that completely covers the entire face of the printed surface areas of the finished DL/ID card. This security laminate must be transparent and permanently bonded to the portrait image, signature image and other printed data in such a manner that tampering will destroy the images and data. This shield must be a 1 ml. over-laminate shield applied to each side of the card after the printing of the card.
- 3.9.10 The security laminate proposed must not be removable without destroying the security feature and DL/ID card data.
- 3.9.11 The respondent must agree to follow all Federal and State laws and regulations pertaining to acquisition, maintenance and release of the information to which the successful respondent and respondent's employees have access.
- 3.9.12 The respondent must agree that the respondent's employees and subcontractors, working in any phase of the design, maintenance or operation of the DDL system may be subject to security clearances or other security requirements imposed by the BMV.
- 3.9.13 The Contractor shall require employees working in any phase of the Indiana DDLS process to be subject to necessary security clearance standards, including a FBI nationwide background check. The application of all security clearance standards shall be at the expense of the contractor.
- 3.9.14 Contractor employees transporting equipment and/or supplies must use vehicles which can be locked and which limit viewing of the vehicle's contents from outside the closed vehicle.

3.10 Supply/Inventory Specifications

- 3.10.1 The respondent shall furnish and deliver ("inside delivery") all necessary DDL materials and supplies at no additional expense to all BMVC locations as designated by the Bureau.
- 3.10.2 The cost of all rejects due to defects in supplies or equipment will be borne by the vendor over the length of the contract.

- 3.10.3 Currently, all DDLS consumables at BMV locations are kept in a locked room during non-business hours. This practice will continue under the terms of the contract resulting from this RFP.
- 3.10.4 The Bureau prefers that printer ribbons, laminate rolls, and any other media be preloaded in an easily-loaded form for the ease of BMV employees. The proposal must address the process that BMV/C CSRs will be required to follow when changing media.
- 3.10.5 Any changes in supplies, materials and/or suppliers over the life of the contract must be approved and coordinated by the Bureau.
- 3.10.6 The contractor must provide a real-time consumables inventory management system as a module of the DDLS. The consumables inventory management system must follow the same STARS system architecture and guidelines as required for the rest of the DDLS. See Section 3.2 for additional details. This system must allow the BMV/C to
- View current inventory levels at each location as well as statewide
 - Track inventory usage and anticipate incoming consumables orders
 - Track consumables through their entire lifecycle (contractor's warehouse through to use or destruction)
 - Transfer consumables from site to site
 - Receive alerts for incoming orders and reminders to return used or expired consumables for destruction
 - Receive reminders on recalled materials to be returned
 - Launch requests for replenishment of consumables, when necessary
 - Provide on-line and printed reports as required
- 3.10.7 The DDLS consumables inventory management system must ensure that the BMV/C sites receive consumables on time, every time. The contractor must establish minimum and maximum levels of inventory, with input from the BMV Procurement Director, and orders must be automatically shipped when these thresholds are met.
- 3.10.8 If a license branch is anticipating an unusually high level of activity for a particular reason, the system must enable the site to launch additional requests for inventory to further insure adequate levels of consumables are available for the increased activity.
- 3.10.9 The contractor shall review the consumable requests submitted by the BMV/C license branches in order to maintain maximum consumable levels and to ensure additional consumables are available when necessary.
- 3.10.10 The consumables inventory management system shall automatically send alerts for incoming orders and reminders to license branch personnel to verify shipments received as well as to return secured consumables for destruction when necessary. If required for efficient BMV/C operations, the system must allow a license branch to transfer consumables to another license branch to assist in the replenishment of materials and to safeguard against shortages.

- 3.10.11 The consumables inventory management system shall have automated daily processes that provide for daily usage logging and viewing of current inventory levels.
- 3.10.12 All BMV/C personnel access to the consumables inventory management system shall be available through on-screen easy-to-use menus with data entry through the DDL workstation keyboard or through barcode scanning if the contractor supplies a barcode scanner for this purpose.
- 3.10.13 The respondent must provide a detailed description of the consumables inventory management system proposed. If the respondent intends to develop a consumables inventory management system for Indiana that is similar in nature to a system the respondent has provided for another licensing jurisdiction's DDL needs, the proposal must include contact information for person(s) employed by that referenced jurisdiction so that the BMV/C may contact those persons for more information.
- 3.10.14 The contractor shall keep each license branch stocked with a minimum two (2) month supply and a maximum of four (4) month supply (based on average customer volumes per license branch) of all other necessary supplies.
- 3.10.15 All supplies shall be delivered by a secured carrier at no additional charge to license branch locations throughout the State of Indiana.
- 3.10.16 The contractor shall supply a sixty (60) day statewide supply of consumables for storage at the BMV warehouse. This inventory shall be used for emergency re-stocking purposes in the event that license branches are not able to obtain supplies through the normal inventory process.
- 3.10.17 The contractor shall rotate the stock in the BMV warehouse on a regular basis in a FIFO process to ensure that the emergency warehouse inventory does not reach expiration prior to use.
- 3.10.18 The contractor shall provide the emergency warehouse stock upon start of the pilot testing period. Statewide installation and implementation will not be allowed to proceed without the emergency warehouse stock on hand at the BMV warehouse.
- 3.10.19 The successful respondent shall consign to the Bureau of Motor Vehicles all necessary supplies to produce a finished DL/ID card, in quantities required to produce the required number of cards during the period of the contract. Supply quantities per location may be estimated based upon the previous years' transaction counts provided in Attachments D1 and D2. The State reserves the right to require a smaller supply in case of storage constraints.
- 3.10.20 All supplies provided to the BMV/C shall have expiration dates no earlier than six (6) months after the date of receipt by the BMV/C. The contractor shall require its final stage supplier to provide and ship to the contractor no more than a six-month supply of all consumables at any given time.

- 3.10.21 The contractor shall ensure that each shipment received from the final stage supplier includes a packaging slip or other detail of the property being delivered. Under no circumstance shall the contractor accept delivery of any carton with a broken seal.
- 3.10.22 Shipment from the final stage supplier to the contractor shall be made by a secured carrier, in a locked and sealed vehicle, with return receipts.
- 3.10.23 The contractor shall distribute only complete and sealed units of the high security material to the license branches. The contractor shall require the BMV/C personnel to verify receipt of all distributions at the time and place of delivery. Under no circumstance shall the BMV/C accept delivery of any carton with a broken seal.
- 3.10.24 Approved and authorized contractor personnel must perform distribution of all security-sensitive supplies. All distributions and transfers shall be made on a signature release basis. Records of all such distributions shall be maintained by the Contractor and must be made available for inspection or audit by the Bureau.
- 3.10.25 The contractor shall guarantee that no license branch will run out of any material needed to produce a DL/ID card, except in cases of strike, or other circumstances beyond the control of the contractor and the contractor's subcontractors including force majeure.
- 3.10.26 In case of strike, or other circumstances beyond the control of the Contractor including force majeure, a priority on the existing stock of the Contractor is required. The Contractor shall notify the Bureau in writing within seven (7) calendar days of their receipt of knowledge of such circumstance. This notification shall include an assessment of the effect(s) of the circumstance on the Contractor's contractual obligation to the Bureau, a proposal of options, and recommendations to ensure the stability of the licensing program within the terms of the Contract.
- 3.10.27 The contractor shall be responsible for the cost of all consumables supplied by the Contractor whether from proper use, improper use, waste or defects and will only be compensated for completed documents.
- 3.10.28 The contractor shall be solely responsible for all equipment supplied under the DDL contract. This responsibility includes but is not limited to loss due to accidental damage or theft. If any contractor-owned Workstation and/or its components is stolen or physically damaged, the contractor shall provide operational replacement hardware/software within forty-eight (48) business hours after notification by the Bureau, without additional charge to the Bureau. The BMV/C personnel will exercise reasonable care when operating the Contractor's equipment.

3.11 Installation and Implementation Specifications

- 3.11.1 The respondent's proposal must include a detailed project plan that outlines the statewide installation and implementation of DDLs in all BMV/C locations within a maximum four (4) months from the BMV's written acceptance of the DDL system.
- 3.11.2 The respondent and the BMV will jointly develop the baseline installation plan during the contract negotiations period. This plan will take into consideration BMV operational concerns, training needs, and customer service needs.
- 3.11.3 Installation and execution of the proposed system must be accomplished in the BMV/C branch locations without adversely impacting the operations of the facility. The approximate installation time will be determined by the Bureau in consultation with the successful respondent but is expected to require no more than four (4) hours per location on average.
- 3.11.4 The contractor shall provide competent, continuous supervision and instruction during the installation of the system to ensure that the BMV/C's personnel can properly operate all equipment necessary for the successful operation of the proposed system.
- 3.11.5 The contractor is responsible for the cost of any remote site inspections that the contractor deems necessary prior to implementation. The BMV/C will provide the contractor with site diagrams as available; however, the BMV/C does not guarantee that site diagrams are available for every license branch facility.
- 3.11.6 The contractor shall stage all equipment in a contractor-provided location prior to installation at the BMV/C. The staging process shall include minimally the following services:
 - Verification that the equipment functions properly upon receipt from the factory
 - Pre-load of the initial operating system, DDL workstation software, hardware drivers, etc so that this step is not required during the branch installation
 - Pre-load of any individual branch configuration information that can be loaded in advance of the installation
 - Packaging of initial consumables inventory for each branch
 - Verification that all cables, electrical cords, etc function properly before shipment to branches
- 3.11.7 All equipment provided as part of any contract resulting from this RFP will be delivered (with inside delivery) and installed in locations to be designated by the Bureau at no additional charge to the State.
- 3.11.8 The workstations must be installed with a minimal disruption to branch offices. The average counter space for the current DL/ID photographic system is 3 ft length x 2.5 ft width. The DDL workstations proposed must be installed as countertop stations and the workstations and all peripherals must fit the existing office environment without modification to the office layout.

- 3.11.9 The Respondent must provide job descriptions and the number of contractor personnel expected to be assigned to both the installation and implementation tasks in the project.
- 3.11.10 The Contractor must clearly and legibly mark all cables at both ends. The Workstations shall be so designed and installed as to keep cable clutter to a minimum and not represent a hazard to either the applicant or the operator. Any supplies such as cable ties or other devices required to meet this requirement shall be provided by the contractor at no additional cost to the State.
- 3.11.11 The Respondent shall develop and include, as a part of the project implementation plan, a detailed check-off list that shall be used when installing the Workstation(s) at the License branch.
- 3.11.12 The contractor shall provide minimally the following services at each location during the installation process:
- Arrange for new equipment to be delivered to each branch location prior to the planned installation date
 - Provide each branch with its initial consumables inventory
 - Tear down all existing DDL equipment and place the existing equipment in a storage area designated by license branch personnel
 - Assemble pre-imaged DDL PC including all peripherals (mouse, monitor, keyboard, signature device, camera, cables)
 - Install back drop
 - Assemble printer and initial load of consumables
 - Boot-up PC and verify that all components function properly
 - Key any network settings: IP address, server IP address, printer definitions, individual location configuration files, etc.
 - Verify DDL printer functions properly
 - Verify network settings are correct by running test transactions and print test cards
 - Inform license branch designee when installation is complete and ready for BMV/C customer "testing"
 - Remove and dispose of, off BMV/C premises, all trash and boxes from the contractors installation efforts
 - Obtain license branch designee signature on installation acceptance form
 - Arrive prepared to swap out dead-on-arrival equipment with spare equipment so that the branch downtime is minimized whenever equipment malfunctions occur during the installation process
 - Notify the BMV Help Desk when installation is complete and accepted by the license branch designee
- 3.11.13 The contractor shall produce 2,000 copies of a 4-color tri-fold brochure targeted for retail and law enforcement distribution on the features of the new DL/ID cards, and deliver them to the Bureau approximately one month prior to the targeted implementation date for the pilot branches. The contractor shall work with the BMV to develop the content and layout of the brochure. The BMV shall have the right to final approval of the brochure before printing. The contractor shall provide the state with two copies of the camera-ready art used for these brochures for future distribution and use as desired by the state. The proposal

shall include a copy of any similar promotional material created for other customers.

3.12 Maintenance and Support Specifications

- 3.12.1 The vendor must make the appropriate hardware and software engineers available for BMV/C support for the period covering the acceptance test, during the statewide installation of equipment, and through the warranty period. These engineers must be able to respond to BMV/C trouble calls within one business hour from the time the BMV/C places the initial call.
- 3.12.2 The contractor shall be responsible for the ongoing maintenance and service of all DDL workstations, supplies and peripheral equipment at the contractor's expense. All equipment shall be maintained in good operating order. It will be the contractor's responsibility to make all necessary adjustments, repairs and replacements, without additional charge, to maintain the equipment in this condition for the life of the contract. All equipment must be installed in accordance with the specifications contained in the original equipment manufacturer's (OEM) installation instructions. The State will not reimburse the contractor for any costs of labor, parts, or any other related maintenance and update costs beyond those costs outlined in the contract.
- 3.12.3 All maintenance and swap-out service shall be performed in a manner to ensure no more than a four (4) hour interruption in service from the time of the placement of the first service call.
- 3.12.4 The Bureau requires specific assurance that no BMV/C location will remain inoperative due to inadequate service or defective equipment. The contractor must respond to service calls prepared to replace or "swap out" equipment during the initial service call rather than just prepared to find spare equipment later or to order replacement parts. If "swapping out" one piece of defective equipment requires less time than repairing the defective equipment, the service technician shall swap the equipment and return the defective equipment to the contractor's service location for repair.
- 3.12.5 No BMV/C location shall be inoperable for longer than the specified four (4) business hours after the initial service call is placed by the BMV/C. The respondent shall submit, with its proposal, detailed plans as to how the respondent proposes to meet these service requirements.
- 3.12.6 The BMV will provide a Help Desk staffed by ITD personnel to act as the level one support for license branch DDL issues. Help desk personnel will handle calls from license branches, perform basic troubleshooting efforts, determine if a DDL service call needs to be placed, identify whether back-up equipment is available, place all service calls to the contractor's service organization via the automated software provided by the contractor, and generally act as the liaisons between license branch personnel and the contractor's service personnel. The state requires ten (10) licenses for the help-desk software required for this support activity.

3.12.7 The contractor must provide and utilize, during branch business days, a call center for the purpose of tracking and responding to BMV/C service calls. The contractor shall provide the BMV with access to a means by which the BMV Help Desk can place and track service requests electronically. Any hardware, software, and telecommunications costs required for the BMV/C to place service requests electronically and to track the status of service requests electronically will be borne by the contractor. The contractor's service call tracking system shall provide statistical reporting capabilities and provide the ability for BMV Help Desk personnel to check the status of service calls. Status reports shall be provided to the BMV on a monthly basis and shall include the following information:

- Date and time service call received;
- Branch location reporting the problem;
- Date and time technician dispatched;
- Name of dispatched technician;
- Description of problem;
- Detailed explanation of problem identified;
- Detailed explanation of resolution efforts;
- Date and time service call closed;
- Elapsed time from initial service call placement to service call closure

3.12.8 The contractor's maintenance service performance period starts from the time that the call from the State is made. The contractor must call the BMV/C issuing location that has reported equipment problems within fifteen minutes to attempt to resolve the problem over the phone. If the problem cannot be resolved over the phone, the technician will physically visit the affected license branch to resolve the problem. While on the telephone with the affected branch, the technician shall provide an estimated arrival time at the affected branch. If the technician is unable to meet the estimated arrival time, the technician shall provide a new estimated time of arrival. Once the location has been restored to service, the contractor shall immediately notify the BMV Help Desk that the repair is complete. Failure of the contractor's service personnel to report service restoration does not negate any liquidated damages assessed.

3.12.9 The contractor's service technician may not consider a service call closed until all DDL hardware and/or software at the affected location is operational. The need to order and install a replacement part for installation at a later time does not constitute a reason for closing the original service call. If the BMV/C provides written notification that the problem is outside of the contractor's responsibility, then the service call can be closed.

3.12.10 The contractor's service technician must remain at the affected license branch location until the branch manager or designee verifies that the affected hardware and/or software is operational.

3.12.11 The contractor's service technician must complete a BMV/C Maintenance Service Log for each service call before departing the BMV/C location. These Maintenance Service Logs will contain information describing the nature of the defect or malfunction, the serial number for each unit replaced and/or installed, and a description of the action taken to resolve the defect or malfunction.

- 3.12.12 For any service call placed by the BMV/C with less than the four (4) business hours remaining in the day, if service will not be restored on the day of the initial call, the restore time will be calculated through the end of that same business day and then will resume at the start of license branch business hours on the next business day.
- 3.12.13 The respondent's proposal must also include a detailed service plan for the maintenance and ongoing support of the DDL System upon implementation. The service plan must include the following items, at a minimum:
- The number of service representatives available and their office locations throughout the state
 - The training and experience levels of the service representatives the respondent will provide in support of the BMV/C
 - Identification of preventative maintenance tasks required by both BMV employees and the contractor over the duration of the contract
 - A justified frequency schedule for any required preventive maintenance
 - A description of how parts supply and back-up equipment availability will be assured for all branch offices, BMV/C headquarters systems, and the central image server
 - A detailed explanation of anticipated response times for unscheduled service needs
 - Reliability data or industry-recognized independent user ratings on all equipment being proposed
 - The locations of any service centers or equipment depots employed by the contractor for use in its maintenance service
 - Estimated time to repair defective equipment and return to service pool
 - An escalation procedure and contact list for critical situations when the normal service response procedure is not sufficient
- 3.12.14 The successful respondent shall bear the expense of shipping for inoperative equipment to a repair location and the delivery of backup equipment to the designated backup branch or storage location(s). Any requirements for other transportation of equipment shall be at the respondent's expense, whether actually carried out by Bureau personnel or agents.
- 3.12.15 The contractor will be responsible for the supply, maintenance, and replacement of any and all cables required for all contractor-provided equipment for DDLS connectivity, including, but not limited to, ethernet cables, printer cables, electrical cords, etc.
- 3.12.16 In the event of a closing, consolidation, or relocation of a license branch, the respondent will transport the equipment and other necessary DDL workstation items at the respondent's expense. The BMV/C will notify the contractor at least two (2) weeks prior to any scheduled closing, consolidation, or relocation. Such events occur approximately ten (10) times each year.
- 3.12.17 If, for any period of two (2) consecutive months, the contractor fails to meet the maximum restore time at least 90% of the time by their own fault, the contractor shall credit the BMV a sum equal to 25% of the amount invoiced to the BMV for those two months. Overall restore time is defined in the RFP Section 1.2.

Specifically, the “business day” is used to calculate the elapsed time. A simple example would be: if the state places a service call at 1:00 p.m. that is closed at 3:00 p.m. the same business day, the restore time is two hours. A more complicated example would be a service call that spans more than one calendar day: if the state places a service call at 3:00 p.m. on Business Day 1 that ends at 6:00 p.m. but the call is not closed until the next business day, the restore time is the sum of the three hours for Day 1, plus the business day time elapsed on Day 2 until the call is closed. If the business day starts at 8:00 a.m., but the call is not closed until 10:00 a.m. on Day 2, the total restore time would be five hours (three hours from Day 1 plus two hours from Day 2). Please see the RFP definitions for “Business Day”, “Restore Time”, “Downtime”, and “Inoperable” for additional information.

- 3.12.18 If, for any period of two (2) consecutive months, the contractor fails to meet its requirement that no license branch will run out of any material needed to produce DL/ID cards (except in cases of strike, or other circumstances beyond the control of the contractor and the contractor’s subcontractors including force majeure), the contractor shall credit the BMV a sum of \$1000 per impacted branch per each workday or part thereof that such license branch(es) were without materials.
- 3.12.19 During the maintenance period, the contractor shall render maintenance to keep all contractor-provided hardware and software in, or restore the hardware and software to, good working order. This maintenance shall include preventative and remedial maintenance, installation of safety changes and installation of engineering changes based upon the specific needs of the individual item of hardware and/or software. Maintenance shall also include the repair, replacement or exchange deemed necessary to restore the equipment to good working order. For purposes of this RFP, hardware and/or software restored to good working condition shall be defined as hardware and/or software that shall perform all functions as prescribed in the detailed design document, the contract, the contractor’s proposal to this RFP, this RFP, and the manufacturer’s published specifications for such hardware and/or software as originally manufactured.
- 3.12.20 If any components of the DDLS have an expected life such that failure can be reasonably anticipated prior to the expiration of the contract (including but not limited to print heads, cartridges, camera lens, etc), the contractor shall monitor the failure rates of these components during the life of the contract. Once it becomes apparent to either the state or the contractor that these components are failing regularly, the contractor will prepare a plan for replacement of all such components and share this plan with the State for the state’s approval. Once the state approves the plan, the contractor will begin the replacement of such components as outlined in the replacement plan.
- 3.12.21 In addition, the contractor shall: (a) maintain the software to operate in a manner as described in the contractor’s proposal, the RFP, detailed design documents, and the contract; (b) supply technical bulletins and updated user guides from time to time; (c) correct or replace the software and/or remedy any programming error which is attributable to the contractor; and (d) service the software in a professional manner with qualified personnel. The contractor shall provide updated software documentation upon delivery of updated software releases.

The contractor shall also provide training to enable the Bureau personnel to operate effectively and will ensure that any updated software release is compatible with the application software originally installed and accepted by the Bureau.

- 3.12.22 Hardware maintenance shall include lubrication, adjustments and replacement of maintenance parts deemed necessary. Maintenance parts may or may not be manufactured by the original hardware manufacturer and may be altered by the contractor to enhance maintainability, but shall be acceptable to the original hardware manufacturer and new or certified as new.
- 3.12.23 The contractor shall exert its best efforts to perform all fault isolation and problem determination, including hardware and software problem diagnosis, attributed to the hardware and software covered under the contract. There shall be no additional charge to the Bureau for the maintenance performed by the contractor.
- 3.12.24 For the duration of the contract, on-site remedial and preventive maintenance shall be available during branch business hours as identified in Attachment K. Please note that some portions of Indiana observe Eastern Standard Time while others observe Central Time.
- 3.12.25 Travel time and expenses related to remedial and preventive maintenance shall not be considered billable or applicable.
- 3.12.26 The contractor shall provide adequate staff to provide maintenance per the requirements, terms, and conditions of this RFP.
- 3.12.27 If tools, including but not limited to screwdrivers and pliers, are required for BMV/C personnel to perform regular maintenance activities on the DDL printers or other equipment, the contractor shall provide such tools as necessary in each license branch.
- 3.12.28 For branch security purposes, all technicians provided by the contractor for installation and maintenance services must have a contractor-issued picture identification card in their possession and must present this identification to license branch personnel before the technicians will be allowed access to any BMV/C location. If the BMV/C personnel cannot verify the identity and employment of the technician, the technician will not be allowed into the non-public areas of the branch. Failure of a contractor's technician to present identification validating his purpose at the branch is not a defense against failure to meet the required restore time.

3.13 Testing and Acceptance Specifications

- 3.13.1 The BMV/C requires a multi-level testing and acceptance process for all of its license branch IT systems. As a result, the DDLS must be developed, tested and proven through the following standard processes

Process

Party Responsible

Development	Contractor Server Farm Environment Contractor Personnel Develop Software
Unit Testing	Contractor Server Farm Environment Contractor Personnel Perform Testing
Integration Testing	Contractor Server Farm Environment Contractor Personnel Perform Testing
User Acceptance Test	Contractor Provides DDLS Software to DoIT DoIT Loads Software to DoIT Server Farm BMV/C Personnel Perform Testing
Pilot Test	Contractor Installation BMV/C Branch Personnel Perform Testing

- 3.13.2 The contractor shall conduct unit and integration testing of all hardware/software systems, satisfactory to the state as identified in the definitions of these processes and according to the project workplan.
- 3.13.3 The contractor shall provide a completely installed, configured test DDL system to the state for the BMV/C to conduct the User Acceptance Testing (UAT) process, as defined in this RFP, upon the contractor's successful integration testing process. The UAT system provided by the contractor will be loaded by DoIT personnel to DoIT's STARS server farm and connectivity with the state's ITN will be verified by the BMV Project Manager prior to the commencement of the User Acceptance Test period. The contractor must notify the BMV/C in writing when the DDLS application is completely installed at DoIT and verified by the contractor as ready for the UAT process to commence. The User Acceptance Testing period will begin immediately following this written notice.
- 3.13.4 The BMV/C will conduct acceptance testing procedures to exercise the functionality of the entire DDL solution. Before the Bureau accepts the DDL System, the Bureau will verify that all the features and functions identified in the detailed design document, the contract, the contractor's proposal, and in the original RFP specifications are performing properly.
- 3.13.5 Before acceptance testing of the DDL System begins, the Bureau and the contractor will agree on a list of test criteria that the System must pass before being deemed acceptable. The parties shall jointly develop an acceptance test plan during the development phase of the project. In order to expedite the development of this acceptance test plan, the respondent's proposal shall include a draft acceptance test plan for the proposed DDLS.
- 3.13.6 No Workstations will be installed at any license branch until such time as the User Acceptance Test has been satisfactorily completed, and the BMV/C has provided written notification to the contractor that the DDLS has been accepted for Pilot Testing. Acceptance testing completion is dependent upon a successful standard of performance as defined herein. Acceptance testing shall end when the DDL System has met the standard of performance for a period of ten (10) consecutive working days. The standard of performance shall mean the System operates in conformance with the detailed design, the contract, the contractor's response to the updated RFP specifications, the state's updated RFP specifications, the contractor's response to the RFP, and the original RFP specification (in order of precedence) and in conformance with the mutually-

agreed to test criteria (normally the state document comes before contractor response).

- 3.13.7 The State of Indiana will have thirty (30) working days to perform its User Acceptance Test. If the State of Indiana determines the delivered system does not meet the successful standard of performance within that thirty (30) day period, the acceptance testing shall continue on a day-by-day basis until the standard of performance is met, without downtime, for a total of ten (10) consecutive working days. System downtime is that period of time when any part of the System is inoperable due to failure of the hardware and/or software to operate in conformance with the specifications. The failure of the State's network, server farm, or STARS application to function properly and other conditions beyond the control of the contractor during the acceptance testing will not be considered downtime.
- 3.13.8 All software defects and/or equipment malfunctions during the User Acceptance Test will be reported to the contractor in a timely manner, in written form, using a sequential identification number for each defect, and assigned a level of severity by the BMV/C. As defects are corrected, the contractor shall provide updated software for the UAT system and formally notify the BMV/C that new software is available for additional testing. The formal software update notification shall include, but not be limited to, a description of the changes incorporated in the new software, a cross-reference to the defect identification number, a software release number with version control indicators, and any additional information the contractor believes the UAT testers need to possess in order to effectively evaluate the new software version. During the acceptance testing period, the contractor will provide minimally weekly builds of new software versions for the state to test.
- 3.13.9 After successful completion of the acceptance testing, the Pilot Test will begin in up to ten (10) license branches. The BMV/C plans to install these approximately six (6) to ten (10) diversely-configured pilot branches one at a time over a two-week period as the BMV/C slowly evaluates the performance of the DDLs in different production environments (low vs. high volume branches, urban vs. rural areas, network bandwidth variances, etc). The Pilot Test is intended to further identify any issues that may arise in actual production license branch environments that could not be identified in the UAT laboratory environment.
- 3.13.10 The Pilot Test shall be complete when the system has met the standard of performance for a period of fourteen (14) consecutive working days in ALL pilot branches. The standard of performance shall mean the DDL system operates in conformance with the specifications. If the State of Indiana determines that the System does not meet the outlined standards of performance, the State may, solely at its discretion, elect to either remove the System from the pilot branch(es) until such time as performance defect(s) are corrected or may continue to use the system at the pilot branch(es) while defect(s) are being corrected. The pilot testing shall continue on a day-by-day basis until the standard of performance is met, without downtime, for fourteen (14) consecutive working days. Downtime is that period of time when any part of the DDL system is inoperable due to failure of the contractor's hardware and/or software to operate in conformance with the specifications of the RFP, the Contractor's

proposal, the detailed design document, and the acceptance test plan. The failure of the State's server environment, STARS system or ITN to function properly during the pilot testing will not be considered downtime.

3.13.11 During the UAT and Pilot Test periods, the contractor shall work closely with DoIT and BMV/C to monitor, optimize, tune, and refine performance of the central image server.

3.13.12 The acceptance of the DDL System for the production of DL/ID cards will be based on the following criteria, at a minimum:

- Quality of the portrait, including good color and skin clarity of image
- Readability of the data
- Uniformity, consistency and density of the DL/ID card
- Size of the DL/ID card
- General appearance of the DL/ID card
- Compliance with AAMVA UID Card Design Specifications as evaluated by AAMVA's Courtesy Verification Program (CVP)
- Total processing time - not to exceed three (3) minutes after acceptable image is captured
- Central Server application performance and reliability, limited to factors within control of the contractor
- Proven success in indexing and retrieving all stored images
- Proven internet/extranet retrievals
- Proven AIN/MyDriverLicense renewal functions
- Proven STARS retrieval functions
- Proven STARS data transmission functions (including store/forward)
- Proven Consumables Inventory Management System functions
- Proven User Account Management functions
- Proven successful conversion of all images captured under the state's previous DDL contract and provided to the contractor by the state for conversion to the new central image database
- Service and maintenance plan
- Security features of the system
- Ease of operation by BMV/BMVC employees
- Effective and efficient operation of the entire system
- System security, including software based security features at the workstation and central image server
- Demonstrated loading of and retrieval from the central image system

3.14 Training Specifications

3.14.1 Respondents must submit a detailed plan for the initial training of all necessary BMV/C personnel to assure a successful start and continued operation of the proposed system. All training curriculum developed by the contractor must be reviewed and approved by the Bureau. Because the new DDLS will be designed to look-and-feel like the BMV/C's STARS application which will already be implemented in the license branches, the state anticipates training its license branch employees will be a fairly straightforward process.

3.14.2 The training plans provided in the respondent's proposal shall include, at a minimum:

- The method of training proposed,
- The anticipated duration of each training session
- The high-level details of the anticipated training curriculum
- Qualifications of instructors
- A detailed list of the tasks a CSR must perform daily to issue a DL/ID card
- License branch personnel training to be held in each license branch around the State.
- Branch management training specific to the administration of user account management functions and inventory management functions.
- BMV headquarters training for overall support of the DDLS including advanced troubleshooting techniques for BMV Help Desk personnel and DDLS image retrieval functions for BMV Central Office Driver Services personnel
- Technical support training for BMV's ITD developers so they can ultimately assume technical support of the DDLS application (to be provided at the BMV headquarters in Indianapolis in a conference room or training room provided by the state prior to user acceptance testing of the system)
- Technical central image system administration and support for DoIT's systems administrators (to be provided at the BMV headquarters in Indianapolis in a conference room or training room provided by the state prior to user acceptance testing of the system)
- A list of training materials to be provided to participants
- Sample training curriculum provided by the respondent in other similar engagements

3.14.3 DDLS training for license branch personnel shall occur in each license branch as the branch's DDL equipment is installed and shall be provided by the contractor's personnel.

3.14.4 The contractor shall provide complete Operator's Instruction Manual(s) in sufficient quantity to ensure at least one complete set of hardcopy paper manual(s) per workstation required at no additional cost to the Bureau. These instruction manuals shall include, at a minimum, sections on general DDLS operation, troubleshooting guidelines and suggested responses for commonly experienced problems, consumables loading/unloading guidelines, hardware cleaning guidelines, and FAQ's.

3.14.5 A sample of the suggested Operator's Instruction Manual must be provided with the proposal. Published documentation is preferred, but the Respondent may attach handouts, diagrams, graphics and/or other operating aids which have been developed for use with other clients. The Bureau will accept operation materials used for other clients provided that the Respondent will modify the materials upon award of the contract.

3.14.6 The contractor shall also provide a separate Image Retrieval Instruction Manual that the BMV/C and its authorized extranet agencies can reference information regarding the use of the web-based image retrieval application.

- 3.14.7 A sample of the suggested Image Retrieval Instruction Manual must be provided with the proposal. Published documentation is preferred, but the respondent may attach handouts, diagrams, graphics and/or other operating aids which have been developed for use with other clients. The Bureau will accept materials used for other clients provided that the respondent will modify the materials upon award of the contract.
- 3.14.8 A softcopy of all documentation manuals developed by the contractor will be provided to the BMV/C so that these manuals can be added to the agency's intranet and so that the information is available for future use by the agency.
- 3.14.9 The contractor shall assign an experienced training manager to work with the Bureau personnel to develop and implement the training program.
- 3.14.10 The selected vendor shall provide classroom instruction with hands-on training for up to forty (40) designated training coordinators and administrative personnel, utilizing a train-the-trainer approach. Training must include proper usage of the DDL workstations to capture and store portrait and signature images, process complete DL/ID cards, retrieve images and signatures, and load/unload consumables. This training is intended to ensure the BMV/C training coordinators' complete understanding of the functional and operational use of the DDL System. BMV training coordinators, at the completion of this training, must be capable of establishing and administering a training program for other individuals at a later date.
- 3.14.11 The contractor shall supply all instructors and all the instructors' expenses. The instructors shall be fully qualified with products furnished on this project through experience and training. Instructors shall be thoroughly familiar with topics appropriate to the operation and maintenance of this equipment, knowledge of the software application, and have previously conducted equivalent training sessions.
- 3.14.12 The BMV reserves the right to make audio and video recordings of any and all training sessions for later use by the BMV training coordinators. The contractor shall cooperate with the BMV to accomplish these recordings.
- 3.14.13 Initially, upon installation of each license branch's DDL equipment, the Contractor must provide thorough training for all license branch employees assigned to each branch. There are approximately 1700 – 1800 BMVC employees at any given time. The cost of all training must be included in the Respondent's cost per Document issued.
- 3.14.14 The contractor shall provide technical training for DoIT and ITD support personnel to ensure that ITD support personnel are able to support the DDL application after implementation when the contractor will turnover support of the DDLS software to the state. The technical training requirements shall include the development, documentation and execution of a training curriculum for ITD personnel. This technical training shall include, but not be limited to, modules that cover all aspects of the DDL application such as: how the DDLS works, how the DDLS is structured and organized, how the DDL image data is organized and stored, how to add a new document type, how to make modifications to existing

document designs, how to maintain version control measures and system documentation, and how to move new versions of the software to test and production environments.

- 3.14.15 The contractor shall provide DDL technical software documentation for use by ITD personnel in their future maintenance and support of the DDLS application programs. The respondent's proposal must address the software documentation the respondent would provide to meet this requirement. Examples of previously-provided documentation should be included with the proposal.

3.15 User Account Management (UAM) Specifications

- 3.15.1 The DDL software must allow designated BMV/C personnel (primarily branch management and other BMV managers) to create user accounts, maintain user accounts and access rights, and delete user accounts as necessary. As with all of the DDLS software components, the UAM application must follow the STARS principles, common presentation guidelines, and technical architecture.
- 3.15.2 The DDL UAM system must utilize the state's W2K3 ADS forest, must ensure the user account exists and is active within the STARS access security tables, and must track/log all activity performed by each user for audit purposes. In addition, all modifications to the user account tables must be electronically logged to track user additions, user deletions, and user access level changes, as well as to identify the authorized user responsible for making the user account modifications.
- 3.15.3 The DDL software must not require an additional login procedure beyond that which BMV/C personnel currently perform to gain access to DoIT's W2K3 domain and the STARS application. STARS is configured so that ADS limits users ability to gain access to a certain web page within the STARS application. After the user accesses a certain page, security roles within STARS (contained within SQL Server tables) grant the user the ability to perform certain actions. The State expects that pages for the DDL application will follow the same model. The State expects that the DDL application will run on web pages called from within STARS and that the DDL application will not spawn another browser. Once a driver license transaction that requires an image be taken is completed by STARS, the resulting image capture transaction will be queued in a STARS work queue. A CSR will retrieve the capture transaction from that queue in order to capture the image. No other STARS transactions will be processed on the capture workstation; however, the capture operation will appear to be an integrated part of STARS.

3.16 Reporting Specifications

- 3.16.1 The DDL system must track and log all activity that occurs at each DDL workstation and at the central server and have the ability to produce audit reports based on DDLS activity. The reporting features of the system must be available from both an individual workstation basis and from the statewide perspective. The contractor's DDL server application software must handle any DDL-specific logging activity (requests for image retrieval, user transaction activity, etc for example). However, DoIT's operating system support software will handle any

non-DDL logging activity (operating system warnings, storage hardware failures, etc).

3.16.2 The production reporting must include, as a minimum, variable information by individual user account, by individual DDL workstation, and by transaction date and may include information such as:

- Total number of DL/IDs produced
- Total number of DL/IDs re-produced and/or re-printed
- Total number of DL/ID requests cancelled or voided before printing occurred
- Number of each type of card produced
- Number of DL/ID information retrievals
- Number of images uploaded
- System and image backup statistics
- User account management statistics

3.16.3 The payment of DDL contractor invoices will be based upon a monthly DDL activity report that will be compared/validated with a BMV-created report of statewide activity. The monthly activity report must be designed to include the numbers of successfully produced DL/ID cards from each license branch and a grand total number of DL/ID cards produced for the month. The report must be designed so that the BMV can request the report at headquarters from the central server on a monthly basis. Discrepancies in the quantities reported on the two reports will be resolved before the state remits payment for the "number of cards produced" item on the contractor's submitted invoice.

3.16.4 The contractor must retain the activity data for the term of the contract and provide access to this data so that the BMV personnel can create various reports on an as needed basis from the central storage facility.

3.16.5 The Contractor will provide any necessary software and application programming to effect the upload and printing of the various reports at the Central Image System.

3.17 Data Conversion and Contract Transition Specifications

3.17.1 The contractor must acknowledge and agree that upon termination of this contract, vendor will provide the BMV, within 30 days of written notification, the portrait and signature database in a format and medium acceptable to the BMV.

3.17.2 The contractor must acknowledge and agree that upon termination of this contract and after transfer and acceptance of all image data to the state, vendor will destroy all portrait, signature, and other related data obtained pursuant to or as a result of this contract at a time and manner directed by the BMV.

3.17.3 The contractor will provide at the end of the contract, or sooner if the contract is terminated, the transfer of all Image Files to an image database of the State's choosing, and provide any custom software required for reading the Image Files. Contractor must specify all details and the complete record format of the image

database for use by the State for any purpose the State deems necessary. The Image Files must be easily converted to standard formats, of the Bureau's choosing, such as JPEG, PICT, TIFF, etc.

- 3.17.4 At the end of the contract, there may be a transition period during which the DDL equipment may be phased out. Depending upon the award of the subsequent contract and depending upon whether the state decides to purchase the equipment through the lease purchase option, any of several circumstances may result: the existing contractor's equipment will be replaced and phased in with new equipment, a subsequent contractor's equipment will be phased in, the state may purchase the equipment but re-procure hardware maintenance services, etc. During this transition, the contractor's volume of successfully-produced DL/ID cards may be impacted negatively.
- 3.17.5 The Contractor must work with the Bureau to ensure that the transition is as smooth as possible to minimize BMV customer impact. The contractor must work cooperatively with the state, and its subsequent DDL contractor if necessary, to identify and comply with a transition solution that ensures no license branch is placed in a position such that it cannot issue DL/ID cards as a result of a DDL contractor transition issue.

3.18 Special ID Card Specifications

- 3.18.1 The Bureau currently produces identification cards that are not official State of Indiana driver licenses or non-driver identification cards. These Special ID Cards are created for state agencies that require employee identification cards and for other special interest purposes. The DDL system must enable the BMV/C to design and produce up to fifty different Special ID card designs. The BMV anticipates producing approximately 5,000 Special IDs annually.
- 3.18.2 The Contractor will be paid the same price per finished Special ID as for the DL/ID cards unless the design of the Special ID cards eliminates the need for cost-adding card security features. If cost-adding security features are not used in the production of Special ID cards, the contractor will reduce the cost per card for Special ID cards as appropriate.
- 3.18.3 The respondent's proposal must provide a Special ID workstation that is intended for mobile use (stand-alone, not connected to the BMV's STARS application) but which can also be attached to the state's network for image uploading purposes. During the creation of many Special ID Cards, the BMV/C will move the workstation to a location convenient to the agency or organization requesting the cards.
- 3.18.4 The images captured in the production of Special ID cards may be stored on the Special ID workstation(s) until such time as the Special ID workstation can be attached to the state's network and the stored images uploaded to the central image database for Special IDs. The Special ID images need not be stored on the same database as the official DL/ID cards.
- 3.18.5 The BMV/C license branch DDL workstations must also be capable of issuing Special ID cards so that license branch employees may obtain employee Special

ID Cards without the requirement of traveling to either BMV/C Headquarters or a designated site for Special ID creation. A Special ID Card issued at a license branch is the only type of card a branch DDL workstation may produce that does not require data input from STARS. The design of all Special ID cards will be obviously different from an official DL/ID card.

- 3.18.6 The Contractor must keep an accounting of all Special IDs, as well as DL/ID cards, produced by type, and by each individual workstation. The Special ID solution must give the Bureau the capability of designing, adding, modifying, and deleting Special ID card types as its business necessitates.
- 3.18.7 The final formats for the Special IDs will be determined by the Bureau. The BMV/C may determine to produce Special IDs in horizontal and/or vertical format (often referred to as a *badge* format).
- 3.18.8 No personalized, unique codes are to be printed on the back of the Special ID, but a common message, to be determined by the Bureau, will be required to appear on the back of each Special ID type.

3.19 Software Warranty Specifications

- 3.19.1 The contractor shall warrant that for the warranty period of one hundred eighty (180) days following the state's acceptance of the DDL system, all developed software in its unaltered form created under the contract resulting from this RFP will conform substantially to the specifications of the BMV-approved detailed design. During the warranty period the state will not make any modifications to the DDLS software.
- 3.19.2 During the warranty period, the contractor will correct all errors and software defects reflecting deviations from the detailed design specifications as reported in writing by the BMV/C to the contractor during such warranty period.
- 3.19.3 For an additional year following the end of the warranty period, the contractor shall make knowledgeable DDL software engineers available to the state on a time-and-materials basis in the event the state requires additional assistance with software enhancements. The proposal must provide the time-and-materials cost included on the pricing form (Attachment J).

SECTION FOUR PROPOSAL EVALUATION

4.1 PROPOSAL EVALUATION PROCEDURE

The State of Indiana has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 4.2.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 4.1.1 Each proposal will be evaluated for form on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements will normally be eliminated from consideration. Respondents should note that agreement to the State's mandatory contract clauses is required in the Transmittal Letter and will be evaluated for such under the form category.
- 4.1.2 Each proposal will be evaluated on the basis of the categories included in Section 4.2. A point/percentage score will be established for each category.
- 4.1.3 If technical proposals are close to equal, greater weight could be given to price.
- 4.1.4 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State, taking into account all of the evaluation factors, may be selected by IDOA and BMV for further action, such as contract negotiations. If, however, IDOA and BMV decide that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the respondent, IDOA may begin contract preparation with the next qualified respondent or determine that no such alternate proposal exists.

4.2 EVALUATION CRITERIA

Proposals will be evaluated based upon the proven ability of the respondent to satisfy the requirements of the RFP in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The percentage of the total point score associated with each category is indicated following the category name (total maximum points = 100).

- 4.2.1 Adherence to Requirements (15 points)
 - 4.2.1.1 Quality of Proposed Approach
- 4.2.2 Overall Management Judgment (15 points)
- 4.2.3 Adherence to Specifications (10 points)
- 4.2.4 Indiana Economic Impact (20 points)

See Section 2.6 for additional information.

(The amount of the project being allocated for gross payroll and related fringe benefits for employees that live in Indiana + the amount allocated for subcontractors and suppliers located in Indiana + the amount allocated for State of Indiana certified minority and/or women owned businesses located in Indiana) divided by (the total amount of the proposal) = percentage of proposal's impact on the Indiana economy.

The percentage impact on the Indiana economy will be multiplied by the points allocated for Indiana Economic Impact (Section 3.2) and the resulting number will be the points awarded for Indiana Economic Impact

4.2.5 Total Cost of the Project and Products (or pricing) (20 points)

4.2.6 Minority (10 points) & Women's Business (10 points) Participation Plan (20 points)

Points for each element will be awarded by the corresponding participation indicated in the response in relation to the required amount set out in the Request for Proposal.

Points will be calculated and awarded as follows: The percentage of IDOA certified Minority and/or Women's participation will be multiplied against the total amount of the respondent's proposal. The amount actually proposed for IDOA certified Minority and/or Women's participation will be divided by the maximum or denominator. The resulting percentage will be multiplied against the total points allowed, currently 10 points for each category. The result will be the points scored for that response.

PROPOSAL CERTIFICATION

Responses to this solicitation serve as a warrant that the responding entity has properly registered as required by law with the Secretary of State and that it has no current or outstanding criminal, civil, or enforcement actions initiated by the State of Indiana, and it agrees that it will immediately notify the State of any such actions. The respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State of Indiana. Any respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

Members of BMV, ITOC, and IDOA will review all proposals. References may be contacted. It is possible that finalists will be interviewed by persons participating in the selection process, through IDOA. The Commissioner of IDOA or his designee will, in the exercise of his sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.